

**State Plan for the State Vocational Rehabilitation Services Program &
State Plan Supplement for the State Supported Employment Services Program**

**Utah State Plan for Fiscal Year 2011
(submitted FY 2010)**

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State Plan for the State Vocational Rehabilitation Services Program & State Plan Supplement for the State Supported Employment Services Program

Section 1: State Certifications

- 1.1 The Utah State Office of Rehabilitation (USOR) is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended [1] and its supplement under Title VI, Part B, of the Rehabilitation Act [2].
- 1.2 As a condition for the receipt of federal funds under Title I, Part B, of the Rehabilitation Act for the provision of vocational rehabilitation services, the [3] Utah State Office of Education (USOE) agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan [4], the Rehabilitation Act, and all applicable regulations [5], policies and procedures established by the secretary. Funds made available under Section 111 of the Rehabilitation Act are used solely for the provision of vocational rehabilitation services under Title I of the Rehabilitation Act and the administration of the State Plan for the vocational rehabilitation services program.
- 1.3 As a condition for the receipt of federal funds under Title VI, Part B, of the Rehabilitation Act for supported employment services, the designated state agency agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan [6], the Rehabilitation Act and all applicable regulations [7], policies and procedures established by the secretary. Funds made available under Title VI, Part B, are used solely for the provision of supported employment services and the administration of the supplement to the Title I State Plan. **Yes**
- 1.4 The designated state agency and/or the designated state unit has the authority under state law to perform the functions of the state regarding this State Plan and its supplement. **Yes**
- 1.5 The state legally may carry out each provision of the State Plan and its supplement. **Yes**
- 1.6 All provisions of the State Plan and its supplement are consistent with state law. **Yes**
- 1.7 The Executive Director of the Utah State Office of Rehabilitation has the authority under state law to receive, hold and disburse federal funds made available under this State Plan and its supplement. **Yes**
- 1.8 The Executive Director of the Utah State Office of Rehabilitation has the authority to submit this State Plan for vocational rehabilitation services and the State Plan supplement for supported employment services. **Yes**
- 1.9 The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement. **Yes**

Signature



Name of Signatory

Donald R. Uchida

Title of Signatory

Executive Director

Date Signed

06/29/2010

Section 1 Footnotes

[1] Public Law 93 112, as amended by Public Laws 93 516, 95 602, 98 221, 99 506, 100-630, 102-569, 103-073, and 105-220.

[2] Unless otherwise stated, "Rehabilitation Act" means the Rehabilitation Act of 1973, as amended.

[3] All references in this plan to "designated state agency" or to "the state agency" relate to the agency identified in this paragraph.

[4] No funds under Title I of the Rehabilitation Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Rehabilitation Act and 34 CFR part 361.

[5] Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85 and 86 and the State Vocational Rehabilitation Services Program regulations in 34 CFR Part 361.

[6] No funds under Title VI, Part B, of the Rehabilitation Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 625(a) of the Rehabilitation Act.

[7] Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR Part 363.

Section 2: Public Comment on State Plan Policies and Procedures

- 2.1 Public participation requirements. (Section 101(a)(16)(A) of the Rehabilitation Act; 34 CFR 361.10(d), .20(a), (b), (d); and 363.11(g)(9))
- (a) Conduct of public meetings.
The designated state agency, prior to the adoption of any substantive policies or procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan, including making any substantive amendments to the policies and procedures, conducts public meetings throughout the state to provide the public, including individuals with disabilities, an opportunity to comment on the policies or procedures.
 - (b) Notice requirements.
The designated state agency, prior to conducting the public meetings, provides appropriate and sufficient notice throughout the state of the meetings in accordance with state law governing public meetings or, in the absence of state law governing public meetings, procedures developed by the state agency in consultation with the State Rehabilitation Council, if the agency has a council.
 - (c) Special consultation requirements.
The state agency actively consults with the director of the Client Assistance Program, the State Rehabilitation Council, if the agency has a council and, as appropriate, Indian tribes, tribal organizations and native Hawaiian organizations on its policies and procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan.

Section 3: Submission of the State Plan and its Supplement

- 3.1 Submission and revisions of the State Plan and its supplement. (Sections 101(a)(1), (23) and 625(a)(1) of the Rehabilitation Act; Section 501 of the Workforce Investment Act; 34 CFR 76.140; 361.10(e), (f), and (g); and 363.10)
- (a) The state submits to the commissioner of the Rehabilitation Services Administration the State Plan and its supplement on the same date that the state submits either a State Plan under Section 112 of the Workforce Investment Act of 1998 or a state unified plan under Section 501 of that Rehabilitation Act.
 - (b) The state submits only those policies, procedures or descriptions required under this State Plan and its supplement that have not been previously submitted to and approved by the commissioner.
 - (c) The state submits to the commissioner, at such time and in such manner as the commissioner determines to be appropriate, reports containing annual updates of the information relating to the:
 - 1. comprehensive system of personnel development;
 - 2. assessments, estimates, goals and priorities, and reports of progress;
 - 3. innovation and expansion activities; and
 - 4. other updates of information required under Title I, Part B, or Title VI, Part B, of the Rehabilitation Act that are requested by the commissioner.
 - (d) The State Plan and its supplement are in effect subject to the submission of modifications the state determines to be necessary or the commissioner requires based on a change in state policy, a change in federal law, including regulations, an interpretation of the Rehabilitation Act by a federal court or the highest court of

the state, or a finding by the commissioner of state noncompliance with the requirements of the Rehabilitation Act, 34 CFR 361 or 34 CFR 363.

- 3.2 Supported Employment State Plan supplement. (Sections 101(a)(22) and 625(a) of the Rehabilitation Act; 34 CFR 361.34 and 363.10)
- (a) The state has an acceptable plan for carrying out Part B, of Title VI of the Rehabilitation Act that provides for the use of funds under that part to supplement funds made available under Part B, of Title I of the Rehabilitation Act for the cost of services leading to supported employment.
 - (b) The Supported Employment State Plan, including any needed annual revisions, is submitted as a supplement to the State Plan.

Section 4: Administration of the State Plan

- 4.1 Designated state agency and designated state unit. (Section 101(a)(2) of the Rehabilitation Act; 34 CFR 361.13(a) and (b))
- (a) Designated state agency.
 - 1. There is a state agency designated as the sole state agency to administer the State Plan or to supervise its administration in a political subdivision of the state by a sole local agency.
 - 2. The designated state agency
 - A. a state agency that is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities; or
 - B. X a state agency that is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and includes a vocational rehabilitation unit as provided in paragraph (b) of this section.
 - 3. In American Samoa, the designated state agency is the governor.
 - (b) Designated state unit.
 - 1. If the designated state agency is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities, in accordance with subparagraph 4.1(a)(2)(B) of this section, the state agency includes a vocational rehabilitation bureau, division or unit that:
 - A. is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and is responsible for the administration of the designated state agency's vocational rehabilitation program under the State Plan;
 - B. has a full-time director;
 - C. has a staff, at least 90 percent of whom are employed full-time on the rehabilitation work of the organizational unit; and
 - D. is located at an organizational level and has an organizational status within the designated state agency comparable to that of other major organizational units of the designated state agency.
 - 2. The name of the designated state vocational rehabilitation unit is the Utah State Office of Rehabilitation.
- 4.2 State independent commission or State Rehabilitation Council. (Sections 101(a)(21) and 105 of the Rehabilitation Act; 34 CFR 361.16 and .17)
- The State Plan must contain one of the following assurances.

- (a) The designated state agency is an independent state commission that:
1. is responsible under state law for operating or overseeing the operation of the vocational rehabilitation program in the state and is primarily concerned with the vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities in accordance with subparagraph 4.1(a)(2)(A) of this section.
 2. is consumer controlled by persons who:
 - A. are individuals with physical or mental impairments that substantially limit major life activities; and
 - B. represent individuals with a broad range of disabilities, unless the designated state unit under the direction of the commission is the state agency for individuals who are blind;
 3. includes family members, advocates or other representatives of individuals with mental impairments; and
 4. undertakes the functions set forth in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4).

or

- (b) X The state has established a State Rehabilitation Council that meets the criteria set forth in Section 105 of the Rehabilitation Act, 34 CFR 361.17 and the designated state unit
1. jointly with the State Rehabilitation Council develops, agrees to and reviews annually state goals and priorities and jointly submits to the commissioner annual reports of progress in accordance with the provisions of Section 101(a)(15) of the Rehabilitation Act, 34 CFR 361.29 and subsection 4.11 of this State Plan;
 2. regularly consults with the State Rehabilitation Council regarding the development, implementation and revision of state policies and procedures of general applicability pertaining to the provision of vocational rehabilitation services;
 2. includes in the State Plan and in any revision to the State Plan a summary of input provided by the State Rehabilitation Council, including recommendations from the annual report of the council described in Section 105(c)(5) of the Rehabilitation Act and 34 CFR 361.17(h)(5), the review and analysis of consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4), and other reports prepared by the council and the response of the designated state unit to the input and recommendations, including explanations for rejecting any input or recommendation; and
 3. transmits to the council:
 - A. all plans, reports and other information required under 34 CFR 361 to be submitted to the commissioner;
 - B. all policies and information on all practices and procedures of general applicability provided to or used by rehabilitation personnel in carrying out this State Plan and its supplement; and
 - C. copies of due process hearing decisions issued under 34 CFR 361.57, which are transmitted in such a manner as to ensure that the identity of the participants in the hearings is kept confidential.
- (c) If the designated state unit has a State Rehabilitation Council, Attachment 4.2(c) provides a summary of the input provided by the council consistent with the provisions identified in subparagraph (b)(3) of this section; the response of the designated state unit to the input and recommendations; and, explanations for the rejection of any input or any recommendation.

- 4.3 Consultations regarding the administration of the State Plan. (Section 101(a)(16)(B) of the Rehabilitation Act; 34 CFR 361.21)
The designated state agency takes into account, in connection with matters of general policy arising in the administration of the plan and its supplement, the views of:
- (a) individuals and groups of individuals who are recipients of vocational rehabilitation services or, as appropriate, the individuals' representatives;
 - (b) personnel working in programs that provide vocational rehabilitation services to individuals with disabilities;
 - (c) providers of vocational rehabilitation services to individuals with disabilities;
 - (d) the director of the Client Assistance Program; and
 - (e) the State Rehabilitation Council, if the state has a council.
- 4.4 Nonfederal share. (Sections 7(14) and 101(a)(3) of the Rehabilitation Act; 34 CFR 80.24 and 361.60)
The nonfederal share of the cost of carrying out this State Plan is 21.3 percent and is provided through the financial participation by the state or, if the state elects, by the state and local agencies.
- 4.5 Local administration. (Sections 7(24) and 101(a)(2)(A) of the Rehabilitation Act; 34 CFR 361.5(b)(47) and .15)
The State Plan provides for the administration of the plan by a local agency. **No**
If "Yes", the designated state agency:
- (a) ensures that each local agency is under the supervision of the designated state unit with the sole local agency, as that term is defined in Section 7(24) of the Rehabilitation Act and 34 CFR 361.5(b)(47), responsible for the administration of the vocational rehabilitation program within the political subdivision that it serves; and
 - (b) develops methods that each local agency will use to administer the vocational rehabilitation program in accordance with the State Plan.
- 4.6 Shared funding and administration of joint programs. (Section 101(a)(2)(A)(ii) of the Rehabilitation Act; 34 CFR 361.27)
The State Plan provides for the state agency to share funding and administrative responsibility with another state agency or local public agency to carry out a joint program to provide services to individuals with disabilities. **Yes**
If "Yes", the designated state agency submits to the commissioner for approval a plan that describes its shared funding and administrative arrangement. The plan must include:
- (a) a description of the nature and scope of the joint program;
 - (b) the services to be provided under the joint program;
 - (c) the respective roles of each participating agency in the administration and provision of services; and
 - (d) the share of the costs to be assumed by each agency.
- 4.7 Statewideness and waivers of statewideness. (Section 101(a)(4) of the Rehabilitation Act; 34 CFR 361.25, .26, and .60(b)(3)(i) and (ii))
X This agency is not requesting a waiver of statewideness.
- (a) Services provided under the State Plan are available in all political subdivisions of the state.

(b) The state unit may provide services in one or more political subdivisions of the state that increase services or expand the scope of services that are available statewide under this State Plan if the:

1. nonfederal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a private agency, organization or individual;
2. services are likely to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments; and
3. state, for purposes other than the establishment of a community rehabilitation program or the construction of a particular facility for community rehabilitation program purposes, requests in Attachment 4.7(b)(3) a waiver of the statewideness requirement in accordance with the following requirements:
 - A. identification of the types of services to be provided;
 - B. written assurance from the local public agency that it will make available to the state unit the nonfederal share of funds;
 - C. written assurance that state unit approval will be obtained for each proposed service before it is put into effect; and
 - D. written assurance that all other State Plan requirements, including a state's order of selection, will apply to all services approved under the waiver.

(c) Contributions, consistent with the requirements of 34 CFR 361.60(b)(3)(ii), by private entities of earmarked funds for particular geographic areas within the state may be used as part of the nonfederal share without the state requesting a waiver of the statewideness requirement provided that the state notifies the commissioner that it cannot provide the full nonfederal share without using the earmarked funds.

4.8 Cooperation, collaboration and coordination. (Sections 101(a)(11), (24)(B), and 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 361.22, .23, .24, and .31, and 363.11(e))

(a) Cooperative agreements with other components of statewide work force investment system. The designated state agency or the designated state unit has cooperative agreements with other entities that are components of the statewide work force investment system and replicates those agreements at the local level between individual offices of the designated state unit and local entities carrying out the One-Stop service delivery system or other activities through the statewide work force investment system.

(b) Cooperation and coordination with other agencies and entities.

Attachment 4.8(b) (1)-(4) describes the designated state agency's:

1. cooperation with and use of the services and facilities of the federal, state, and local agencies and programs, including programs carried out by the undersecretary for Rural Development of the United States Department of Agriculture and state use contracting programs, to the extent that those agencies and programs are not carrying out activities through the statewide work force investment system;
2. coordination, in accordance with the requirements of paragraph 4.8(c) of this section, with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services;
3. establishment of cooperative agreements with private nonprofit vocational rehabilitation service providers, in accordance with the requirements of paragraph 5.10(b) of the State Plan; and,

4. efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.
- (c) Coordination with education officials.
1. Attachment 4.8(b)(2) describes the plans, policies and procedures for coordination between the designated state agency and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of educational services in school to the receipt of vocational rehabilitation services under the responsibility of the designated state agency.
 2. The State Plan description must:
 - A. provide for the development and approval of an individualized plan for employment in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for vocational rehabilitation services leaves the school setting or if the designated state unit is operating on an order of selection before each eligible student able to be served under the order leaves the school setting; and
 - B. include information on a formal interagency agreement with the state educational agency that, at a minimum, provides for:
 - i. consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to postschool activities, including vocational rehabilitation services;
 - ii. transition planning by personnel of the designated state agency and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Act;
 - iii. roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and
 - iv. procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services.
- (d) Coordination with statewide independent living council and independent living centers. The designated state unit, the Statewide Independent Living Council established under Section 705 of the Rehabilitation Act and 34 CFR 364, and the independent living centers described in Part C of Title VII of the Rehabilitation Act and 34 CFR 366 have developed working relationships and coordinate their activities.
- (e) Cooperative agreement with recipients of grants for services to American Indians.
1. There is in the state a recipient(s) of a grant under Part C of Title I of the Rehabilitation Act for the provision of vocational rehabilitation services for American Indians who are individuals with disabilities residing on or near federal and state reservations.

2. If "Yes", the designated state agency has entered into a formal cooperative agreement that meets the following requirements with each grant recipient in the state that receives funds under Part C of Title I of the Rehabilitation Act:
 - A. strategies for interagency referral and information sharing that will assist in eligibility determinations and the development of individualized plans for employment;
 - B. procedures for ensuring that American Indians who are individuals with disabilities and are living near a reservation or tribal service area are provided vocational rehabilitation services; and
 - C. provisions for sharing resources in cooperative studies and assessments, joint training activities, and other collaborative activities designed to improve the provision of services to American Indians who are individuals with disabilities.

4.9 Methods of administration. (Section 101(a)(6) of the Rehabilitation Act; 34 CFR 361.12, .19 and .51(a) and (b))

(a) In general.

The state agency employs methods of administration, including procedures to ensure accurate data collection and financial accountability, found by the commissioner to be necessary for the proper and efficient administration of the plan and for carrying out all the functions for which the state is responsible under the plan and 34 CFR 361.

(b) Employment of individuals with disabilities.

The designated state agency and entities carrying out community rehabilitation programs in the state, who are in receipt of assistance under Part B, of Title I of the Rehabilitation Act and this State Plan, take affirmative action to employ and advance in employment qualified individuals with disabilities covered under and on the same terms and conditions as set forth in Section 503 of the Rehabilitation Act.

(c) Facilities.

Any facility used in connection with the delivery of services assisted under this State Plan meets program accessibility requirements consistent with the provisions, as applicable, of the Architectural Barriers Rehabilitation Act of 1968, Section 504 of the Rehabilitation Act, the Americans with Disabilities Act of 1990 and the regulations implementing these laws.

4.10 Comprehensive system of personnel development. (Section 101(a)(7) of the Rehabilitation Act; 34 CFR 361.18)

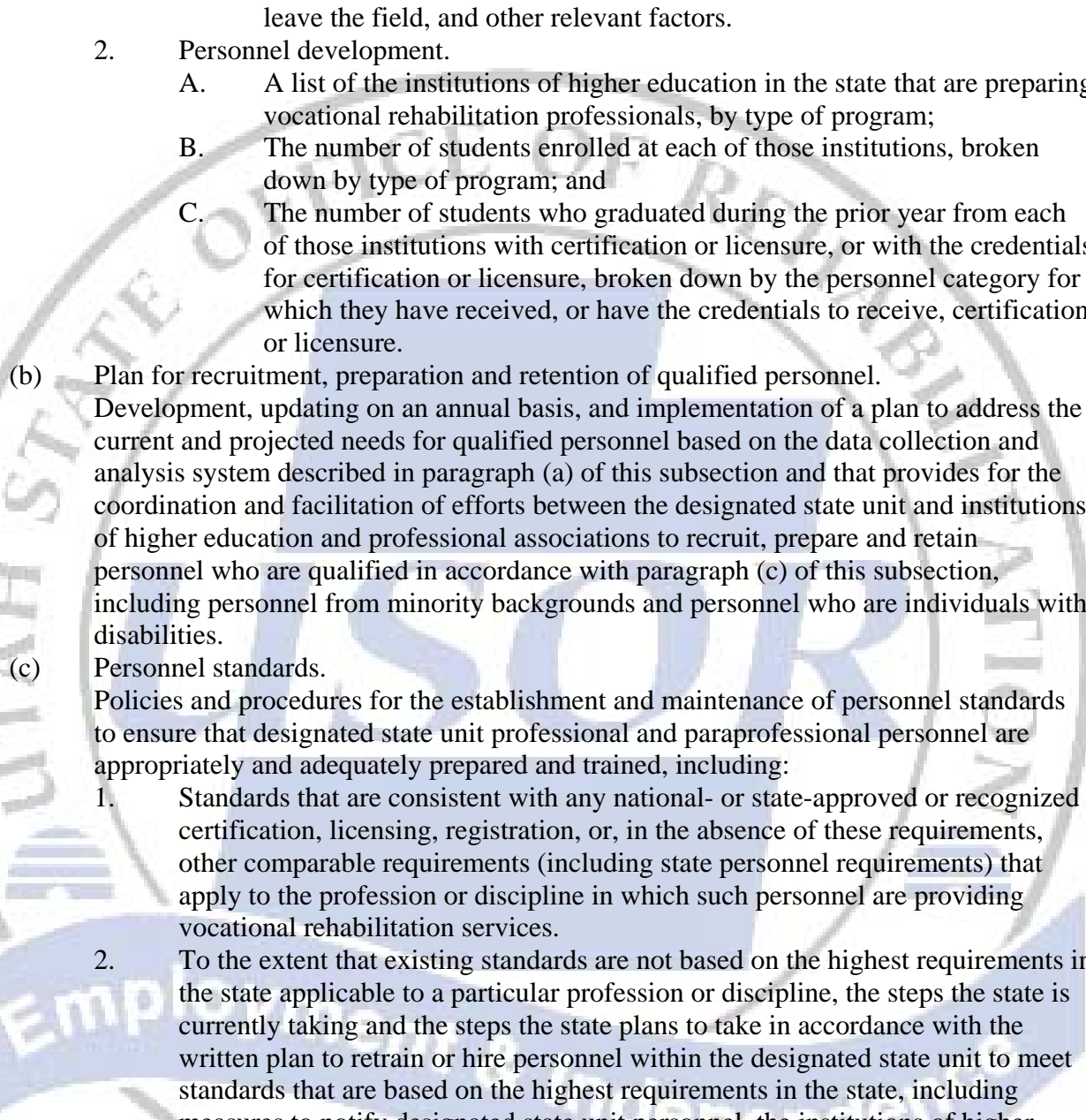
Attachment 4.10 describes the designated state agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified state rehabilitation professional and paraprofessional personnel for the designated state unit. The description includes the following:

(a) Data system on personnel and personnel development.

Development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs and personnel development with respect to:

1. Qualified personnel needs.

- A. The number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;
- B. The number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and

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- C. Projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in five years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.
2. Personnel development.
- A. A list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
- B. The number of students enrolled at each of those institutions, broken down by type of program; and
- C. The number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.
- (b) Plan for recruitment, preparation and retention of qualified personnel. Development, updating on an annual basis, and implementation of a plan to address the current and projected needs for qualified personnel based on the data collection and analysis system described in paragraph (a) of this subsection and that provides for the coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare and retain personnel who are qualified in accordance with paragraph (c) of this subsection, including personnel from minority backgrounds and personnel who are individuals with disabilities.
- (c) Personnel standards. Policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are appropriately and adequately prepared and trained, including:
1. Standards that are consistent with any national- or state-approved or recognized certification, licensing, registration, or, in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services.
2. To the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the state plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, the institutions of higher education identified in subparagraph (a)(2), and other public agencies of these steps and the time lines for taking each step.
3. The written plan required by subparagraph (c)(2) describes the following:
- A. specific strategies for retraining, recruiting and hiring personnel;
- B. the specific time period by which all state unit personnel will meet the standards required by subparagraph (c)(1);
- C. procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period; and

- D. the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards and the identification of a plan for training such individuals to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.

(d) Staff development.

Policies, procedures and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training. The narrative describes the following:

1. A system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement and rehabilitation technology.
2. Procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources.

(e) Personnel to address individual communication needs.

Availability of personnel within the designated state unit or obtaining the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.

(f) Coordination of personnel development under the Individuals with Disabilities Education Act.

Procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.

4.11. Statewide assessment; annual estimates; annual state goals and priorities; strategies; and progress reports.

(Sections 101(a)(15), 105(c)(2) and 625(b)(2) of the Rehabilitation Act; 34 CFR 361.17(h)(2), .29, and 363.11(b))

(a) Comprehensive statewide assessment.

1. Attachment 4.11(a) documents the results of a comprehensive, statewide assessment, jointly conducted every three years by the designated state unit and the State Rehabilitation Council (if the state has such a council). The assessment describes:

- A. the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of:
 - i. individuals with the most significant disabilities, including their need for supported employment services;
 - ii. individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this State Plan; and
 - iii. individuals with disabilities served through other components of the statewide work force investment system.
- B. The need to establish, develop or improve community rehabilitation programs within the state.

2. For any year in which the state updates the assessments, the designated state unit submits to the commissioner a report containing information regarding updates to the assessments.
- (b) Annual estimates.
- Attachment 4.11(b) identifies on an annual basis state estimates of the:
1. number of individuals in the state who are eligible for services under the plan;
 2. number of eligible individuals who will receive services provided with funds provided under Part B of Title I of the Rehabilitation Act and under Part B of Title VI of the Rehabilitation Act, including, if the designated state agency uses an order of selection in accordance with subparagraph 5.3(b)(2) of this State Plan, estimates of the number of individuals to be served under each priority category within the order; and
 3. costs of the services described in subparagraph (b)(1), including, if the designated state agency uses an order of selection, the service costs for each priority category within the order.
- (c) Goals and priorities.
1. Attachment 4.11(c)(1) identifies the goals and priorities of the state that are jointly developed or revised, as applicable, with and agreed to by the State Rehabilitation Council, if the agency has a council, in carrying out the vocational rehabilitation and supported employment programs.
 2. The designated state agency submits to the commissioner a report containing information regarding any revisions in the goals and priorities for any year the state revises the goals and priorities.
 3. Order of selection.
If the state agency implements an order of selection, consistent with subparagraph 5.3(b)(2) of the State Plan, Attachment 4.11(c)(3):
 - A. shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
 - B. provides a justification for the order; and
 - C. identifies the service and outcome goals, and the time within which these goals may be achieved for individuals in each priority category within the order.
 4. Goals and plans for distribution of Title VI, Part B, funds.
Attachment 4.11(c)(4) specifies, consistent with subsection 6.4 of the State Plan supplement, the state's goals and priorities with respect to the distribution of funds received under Section 622 of the Rehabilitation Act for the provision of supported employment services.
- (d) Strategies.
1. Attachment 4.11(d) describes the strategies, including:
 - A. the methods to be used to expand and improve services to individuals with disabilities, including how a broad range of assistive technology services and assistive technology devices will be provided to those individuals at each stage of the rehabilitation process and how those services and devices will be provided to individuals with disabilities on a statewide basis;
 - B. outreach procedures to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities in accordance with subsection 6.6 of the State Plan supplement, and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program;

- C. as applicable, the plan of the state for establishing, developing or improving community rehabilitation programs;
 - D. strategies to improve the performance of the state with respect to the evaluation standards and performance indicators established pursuant to Section 106 of the Rehabilitation Act; and
 - E. strategies for assisting other components of the statewide work force investment system in assisting individuals with disabilities.
2. Attachment 4.11 (d) describes how the designated state agency uses these strategies to:
- A. address the needs identified in the assessment conducted under paragraph 4.11(a) and achieve the goals and priorities identified in the State Plan attachments under paragraph 4.11(c);
 - B. support the innovation and expansion activities identified in subparagraph 4.12(a)(1) and (2) of the plan; and
 - C. overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State Vocational Rehabilitation Services Program and State Supported Employment Services Program.

(e) Evaluation and reports of progress.

- 1. The designated state unit and the State Rehabilitation Council, if the state unit has a council, jointly submits to the commissioner an annual report on the results of an evaluation of the effectiveness of the vocational rehabilitation program and the progress made in improving the effectiveness of the program from the previous year.
- 2. Attachment 4.11(e)(2):
 - A. provides an evaluation of the extent to which the goals identified in Attachment 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3) were achieved;
 - B. identifies the strategies that contributed to the achievement of the goals and priorities;
 - C. describes the factors that impeded their achievement, to the extent they were not achieved;
 - D. assesses the performance of the state on the standards and indicators established pursuant to Section 106 of the Rehabilitation Act; and
 - E. provides a report consistent with paragraph 4.12(c) of the plan on how the funds reserved for innovation and expansion activities were utilized in the preceding year.

4.12 Innovation and expansion. (Section 101(a)(18) of the Rehabilitation Act; 34 CFR 361.35)

- (a) The designated state agency reserves and uses a portion of the funds allotted to the state under Section 110 of the Rehabilitation Act for the:
 - 1. development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services to individuals with disabilities under this State Plan, particularly individuals with the most significant disabilities, consistent with the findings of the statewide assessment identified in Attachment 4.11(a) and goals and priorities of the state identified in Attachments 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3); and
 - 2. support of the funding for the State Rehabilitation Council, if the state has such a council, consistent with the resource plan prepared under Section 105(d)(1) of the Rehabilitation Act and 34 CFR 361.17(i), and the funding of the Statewide

Independent Living Council, consistent with the resource plan prepared under Section 705(e)(1) of the Rehabilitation Act and 34 CFR 364.21(i).

- (b) Attachment 4.11 (d) describes how the reserved funds identified in subparagraph 4.12(a)(1) and (2) will be utilized.
- (c) Attachment 4.11(e)(2) describes how the reserved funds were utilized in the preceding year.

4.13 Reports. (Section 101(a)(10) of the Rehabilitation Act; 34 CFR 361.40)

- (a) The designated state unit submits reports in the form and level of detail and at the time required by the commissioner regarding applicants for and eligible individuals receiving services under the State Plan.
- (b) Information submitted in the reports provides a complete count, unless sampling techniques are used, of the applicants and eligible individuals in a manner that permits the greatest possible cross-classification of data and protects the confidentiality of the identity of each individual.

Section 5: Administration of the Provision of Vocational Rehabilitation Services

5.1 Information and referral services. (Sections 101(a)(5)(D) and (20) of the Rehabilitation Act; 34 CFR 361.37)

The designated state agency has implemented an information and referral system that is adequate to ensure that individuals with disabilities, including individuals who do not meet the agency's order of selection criteria for receiving vocational rehabilitation services if the agency is operating on an order of selection, are provided accurate vocational rehabilitation information and guidance, including counseling and referral for job placement, using appropriate modes of communication, to assist such individuals in preparing for, securing, retaining or regaining employment, and are referred to other appropriate federal and state programs, including other components of the statewide work force investment system in the state.

5.2 Residency. (Section 101(a)(12) of the Rehabilitation Act; 34 CFR 361.42(c)(1))

The designated state unit imposes no duration of residence requirement as part of determining an individual's eligibility for vocational rehabilitation services or that excludes from services under the plan any individual who is present in the state.

5.3 Ability to serve all eligible individuals; order of selection for services. (Sections 12(d) and 101(a)(5) of the Rehabilitation Act; 34 CFR 361.36)

- (a) The designated state unit is able to provide the full range of services listed in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, as appropriate, to all eligible individuals with disabilities in the state who apply for services. Yes
- (b) If No:
 - 1. Individuals with the most significant disabilities, in accordance with criteria established by the state, are selected first for vocational rehabilitation services before other individuals with disabilities.
 - 2. Attachment 4.11(c)(3):
 - A. shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
 - B. provides a justification for the order of selection; and
 - C. identifies the state's service and outcome goals and the time within which these goals may be achieved for individuals in each priority category within the order.

3. Eligible individuals who do not meet the order of selection criteria have access to the services provided through the designated state unit's information and referral system established under Section 101(a)(20) of the Rehabilitation Act, 34 CFR 361.37, and subsection 5.1 of this State Plan.

4.

5.4 Availability of comparable services and benefits. (Sections 101(a)(8) and 103(a) of the Rehabilitation Act; 34 CFR 361.53)

- (a) Prior to providing any vocational rehabilitation services, except those services identified in paragraph (b), to an eligible individual or to members of the individual's family, the state unit determines whether comparable services and benefits exist under any other program and whether those services and benefits are available to the individual.
- (b) The following services are exempt from a determination of the availability of comparable services and benefits:
 1. assessment for determining eligibility and vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
 2. counseling and guidance, including information and support services to assist an individual in exercising informed choice consistent with the provisions of Section 102(d) of the Rehabilitation Act;
 3. referral and other services to secure needed services from other agencies, including other components of the statewide work force investment system, through agreements developed under Section 101(a)(11) of the Rehabilitation Act, if such services are not available under this State Plan;
 4. job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
 5. rehabilitation technology, including telecommunications, sensory and other technological aids and devices; and
 6. post-employment services consisting of the services listed under subparagraphs (1) through (5) of this paragraph.
- (c) The requirements of paragraph (a) of this section do not apply if the determination of the availability of comparable services and benefits under any other program would interrupt or delay:
 1. progress of the individual toward achieving the employment outcome identified in the individualized plan for employment;
 2. an immediate job placement; or
 3. provision of vocational rehabilitation services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.
- (d) The governor in consultation with the designated state vocational rehabilitation agency and other appropriate agencies ensures that an interagency agreement or other mechanism for interagency coordination that meets the requirements of Section 101(a)(8)(B)(i)-(iv) of the Rehabilitation Act takes effect between the designated state unit and any appropriate public entity, including the state Medicaid program, a public institution of higher education, and a component of the statewide work force investment system to ensure the provision of the vocational rehabilitation services identified in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, other than the services identified in paragraph (b) of this section, that are included in the individualized plan for employment of an eligible individual, including the provision of those vocational rehabilitation services during the pendency of any dispute that may arise in the

implementation of the interagency agreement or other mechanism for interagency coordination.

- 5.5 Individualized plan for employment. (Section 101(a)(9) of the Rehabilitation Act; 34 CFR 361.45 and .46)
- (a) An individualized plan for employment meeting the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and implemented in a timely manner for each individual determined to be eligible for vocational rehabilitation services, except if the state has implemented an order of selection, and is developed and implemented for each individual to whom the designated state unit is able to provide vocational rehabilitation services.
 - (b) Services to an eligible individual are provided in accordance with the provisions of the individualized plan for employment.
- 5.6 Opportunity to make informed choices regarding the selection of services and providers. (Sections 101(a)(19) and 102(d) of the Rehabilitation Act; 34 CFR 361.52)
- Applicants and eligible individuals or, as appropriate, their representatives are provided information and support services to assist in exercising informed choice throughout the rehabilitation process, consistent with the provisions of Section 102(d) of the Rehabilitation Act and 34 CFR 361.52.
- 5.7 Services to American Indians. (Section 101(a)(13) of the Rehabilitation Act; 34 CFR 361.30)
- The designated state unit provides vocational rehabilitation services to American Indians who are individuals with disabilities residing in the state to the same extent as the designated state agency provides such services to other significant populations of individuals with disabilities residing in the state.
- 5.8 Annual review of individuals in extended employment or other employment under special certificate provisions of the fair labor standards act of 1938. (Section 101(a)(14) of the Rehabilitation Act; 34 CFR 361.55)
- (a) The designated state unit conducts an annual review and reevaluation of the status of each individual with a disability served under this State Plan:
 - 1. who has achieved an employment outcome in which the individual is compensated in accordance with Section 14(c) of the Fair Labor Standards Act (29 U.S.C. 214(c)); or
 - 2. whose record of services is closed while the individual is in extended employment on the basis that the individual is unable to achieve an employment outcome in an integrated setting or that the individual made an informed choice to remain in extended employment.
 - (b) The designated state unit carries out the annual review and reevaluation for two years after the individual's record of services is closed (and thereafter if requested by the individual or, if appropriate, the individual's representative) to determine the interests, priorities and needs of the individual with respect to competitive employment or training for competitive employment.
 - (c) The designated state unit makes maximum efforts, including the identification and provision of vocational rehabilitation services, reasonable accommodations and other necessary support services, to assist the individuals described in paragraph (a) in engaging in competitive employment.

- (d) The individual with a disability or, if appropriate, the individual's representative has input into the review and reevaluation and, through signed acknowledgement, attests that the review and reevaluation have been conducted.

5.9 Use of Title I funds for construction of facilities. (Sections 101(a)(17) and 103(b)(2)(A) of the Rehabilitation Act; 34 CFR 361.49(a)(1), .61 and .62(b))

If the state elects to construct, under special circumstances, facilities for community rehabilitation programs, the following requirements are met:

- (a) The federal share of the cost of construction for facilities for a fiscal year does not exceed an amount equal to 10 percent of the state's allotment under Section 110 of the Rehabilitation Act for that fiscal year.
- (b) The provisions of Section 306 of the Rehabilitation Act that were in effect prior to the enactment of the Rehabilitation Act Amendments of 1998 apply to such construction.
- (c) There is compliance with the requirements in 34 CFR 361.62(b) that ensure the use of the construction authority will not reduce the efforts of the designated state agency in providing other vocational rehabilitation services other than the establishment of facilities for community rehabilitation programs.

5.10 Contracts and cooperative agreements. (Section 101(a)(24) of the Rehabilitation Act; 34 CFR 361.31 and .32)

- (a) Contracts with for-profit organizations.
The designated state agency has the authority to enter into contracts with for-profit organizations for the purpose of providing, as vocational rehabilitation services, on-the-job training and related programs for individuals with disabilities under Part A of Title VI of the Rehabilitation Act, upon the determination by the designated state agency that for-profit organizations are better qualified to provide vocational rehabilitation services than nonprofit agencies and organizations.
- (b) Cooperative agreements with private nonprofit organizations.
Attachment 4.8(b)(3) describes the manner in which the designated state agency establishes cooperative agreements with private nonprofit vocational rehabilitation service providers.

Section 6: Program Administration

6.1 Designated state agency. (Section 625(b)(1) of the Rehabilitation Act; 34 CFR 363.11(a))

The designated state agency for vocational rehabilitation services identified in paragraph 1.2 of the Title I State Plan is the state agency designated to administer the State Supported Employment Services Program authorized under Title VI, Part B, of the Rehabilitation Act.

6.2 Statewide assessment of supported employment services needs. (Section 625(b)(2) of the Rehabilitation Act; 34 CFR 363.11(b))

Attachment 4.11(a) describes the results of the comprehensive, statewide needs assessment conducted under Section 101(a)(15)(a)(1) of the Rehabilitation Act and subparagraph 4.11(a)(1) of the Title I State Plan with respect to the rehabilitation needs of individuals with most significant disabilities and their need for supported employment services, including needs related to coordination.

6.3 Quality, scope and extent of supported employment services. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(c) and .50(b)(2))

Attachment 6.3 describes the quality, scope and extent of supported employment services to be provided to individuals with the most significant disabilities who are eligible to receive

supported employment services. The description also addresses the timing of the transition to extended services to be provided by relevant state agencies, private nonprofit organizations or other sources following the cessation of supported employment service provided by the designated state agency.

- 6.4 Goals and plans for distribution of Title VI, Part B, funds. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(d) and .20)
Attachment 4.11(c)(4) identifies the state's goals and plans with respect to the distribution of funds received under Section 622 of the Rehabilitation Act.
- 6.5 Evidence of collaboration with respect to supported employment services and extended services. (Sections 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 363.11(e))
Attachment 4.8(b)(4) describes the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities to assist in the provision of supported employment services and other public or nonprofit agencies or organizations within the state, employers, natural supports, and other entities with respect to the provision of extended services.
- 6.6 Minority outreach. (34 CFR 363.11(f))
Attachment 4.11(d) includes a description of the designated state agency's outreach procedures for identifying and serving individuals with the most significant disabilities who are minorities.
- 6.7 Reports. (Sections 625(b)(8) and 626 of the Rehabilitation Act; 34 CFR 363.11(h) and .52)
The designated state agency submits reports in such form and in accordance with such procedures as the commissioner may require and collects the information required by Section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under Part B, of Title VI and individuals receiving supported employment services under Title I of the Rehabilitation Act.

Section 7: Financial Administration

- 7.1 Five percent limitation on administrative costs. (Section 625(b)(7) of the Rehabilitation Act; 34 CFR 363.11(g)(8))
The designated state agency expends no more than five percent of the state's allotment under Section 622 of the Rehabilitation Act for administrative costs in carrying out the State Supported Employment Services Program.
- 7.2 Use of funds in providing services. (Sections 623 and 625(b)(6)(A) and (D) of the Rehabilitation Act; 34 CFR 363.6(c)(2)(iv), .11(g)(1) and (4))
 - (a) Funds made available under Title VI, Part B, of the Rehabilitation Act are used by the designated state agency only to provide supported employment services to individuals with the most significant disabilities who are eligible to receive such services.
 - (b) Funds provided under Title VI, Part B, are used only to supplement and not supplant the funds provided under Title I, Part B, of the Rehabilitation Act, in providing supported employment services specified in the individualized plan for employment.
 - (c) Funds provided under Part B of Title VI or Title I of the Rehabilitation Act are not used to provide extended services to individuals who are eligible under Part B of Title VI or Title I of the Rehabilitation Act.

Section 8: Provision of Supported Employment Services

- 8.1 Scope of supported employment services. (Sections 7(36) and 625(b)(6)(F) and (G) of the Rehabilitation Act; 34 CFR 361.5(b)(54), 363.11(g)(6) and (7))
- (a) Supported employment services are those services as defined in Section 7(36) of the Rehabilitation Act and 34 CFR 361.5(b)(54).
 - (b) To the extent job skills training is provided, the training is provided on-site.
 - (c) Supported employment services include placement in an integrated setting for the maximum number of hours possible based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of individuals with the most significant disabilities.
- 8.2 Comprehensive assessments of individuals with significant disabilities. (Sections 7(2)(B) and 625(b)(6)(B); 34 CFR 361.5(b)(6)(ii) and 363.11(g)(2))
The comprehensive assessment of individuals with significant disabilities conducted under Section 102(b)(1) of the Rehabilitation Act and funded under Title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome.
- 8.3 Individualized plan for employment. (Sections 102(b)(3)(F) and 625(b)(6)(C) and (E) of the Rehabilitation Act; 34 CFR 361.46(b) and 363.11(g)(3) and (5))
- (a) An individualized plan for employment that meets the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and updated using funds under Title I.
 - (b) The individualized plan for employment:
 - 1. specifies the supported employment services to be provided;
 - 2. describes the expected extended services needed; and
 - 3. identifies the source of extended services, including natural supports, or, to the extent that it is not possible to identify the source of extended services at the time the individualized plan for employment plan is developed, a statement describing the basis for concluding that there is a reasonable expectation that sources will become available.
 - (c) Services provided under an individualized plan for employment are coordinated with services provided under other individualized plans established under other federal or state programs.

ATTACHMENT 4.2 (c)

Summary of Input and Recommendations of the State Rehabilitation Council; Response of the Designated State Unit; and Explanations for Rejection of Input or Recommendations

The Utah State Office of Rehabilitation (USOR) maintains a State Rehabilitation Council (SRC) that meets the criteria set forth in Section 105 of the Rehabilitation Act, 34 CFR 361.17. The designated state unit jointly with the SRC develops, agrees to and reviews annually state goals and priorities and jointly submits to the commissioner annual reports of progress in accordance with the provisions of Section 101(a)(15) of the Rehabilitation Act, 34 CFR 361.29 and subsection 4.11 of this State Plan. USOR regularly consults with the State Rehabilitation Council regarding the development, implementation and revision of state policies and procedures of general applicability pertaining to the provision of vocational rehabilitation services. USOR includes in the State Plan and in any revision to the State Plan a summary of input provided by the State Rehabilitation Council, including recommendations from the annual report of the council described in Section 105(c)(5) of the Rehabilitation Act and 34 CFR 361.17(h)(5) the review and analysis of consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4), and other reports prepared by the council and the response of the designated state unit to the input and recommendations, including explanations for rejecting any input or recommendation; and transmits to the council:

- (A) all plans, reports and other information required under 34 CFR 361 to be submitted to the commissioner;
- (B) all policies and information on all practices and procedures of general applicability provided to or used by rehabilitation personnel in carrying out this State Plan and its supplement; and
- (C) copies of due process hearing decisions issued under 34 CFR 361.57, which are transmitted in such a manner as to ensure that the identity of the participants in the hearings is kept confidential.

The following is a summary of the SRC's recommendations made during Federal Fiscal Year (FFY) 2010 and USOR's response and actions taken in regards to these recommendations.

SRC RECOMMENDATION 1:

The SRC recommended that the Council, with the support of the state agency, revitalize a committee within the SRC called the UCAT (Utah Center for Assistive Technology) committee. This was an active committee at one time but had recently become inactive. The committee is charged in part with assisting in the operation of UCAT, improving and expanding the capacity of UCAT, identify budgetary and legislative issues, and reviewing and analyzing the performance of UCAT.

USOR RESPONSE TO RECOMMENDATION 1:

USOR is committed to helping the SRC revitalize this committee. Because UCAT functions as a part of USOR and a large number of those individuals served by UCAT are VR clients, the SRC has a natural advisory role for UCAT and USOR welcomes the input from the SRC about the functioning of UCAT. The SRC liaison from USOR, who also has administrative responsibility for supervision of UCAT, will attend the committees quarterly meetings. USOR is also requiring that the Director of UCAT attend the meetings and will invite other USOR employees as appropriate. USOR will review the recommendations from that committee as presented through SRC by committee members

SRC RECOMMENDATION 2:

The SRC recommended that the consumer satisfaction survey be updated and revised if appropriate, and that the sample size for the survey be reduced. They also recommended that a pen be included in the surveys to see if response numbers would increase.

USOR RESPONSE TO RECOMMENDATION 2:

USOR is committed to helping the SRC revise the survey and improve the process however it sees fit. The original decision to review the survey was made by SRC in April 2008. At that time the SRC indicated that they would like to develop a separate survey for participants closed in status 26 and 28, increase the number of ways that the survey could be responded to, increase the relevancy of survey items to program planning and training, increase the surveys response rate and to update the survey which had been used for the past 6 years.

A partnership committee that consisted of 6 SRC members and 3 state vocational rehabilitation employees was developed in September 2008. The committee met a total of 5 times on: Sept 15, 2008, Oct 20, 2008, Aug 10, 2009, October 17, 2009 and Jan 5, 2010. Several decisions were made and acted upon as a product of these meetings. First, the Center from Public Policy and Administration at the University of Utah was contracted to complete consumer focus groups from January to March 2009 (paid for by USOR) to identify 3 or 4 major constructs of consumer satisfaction in order to inform the writing of new or revised questions for the survey. Second, in the January 2010 SRC meeting the SRC adopted a pilot of two changes to the survey. A non-monetary incentive (a pen to write with) was inserted with the survey into an envelope and the number of randomly selected surveys that were sent out per quarter was reduced from 334 to 114. This pilot was adopted to see if this would increase the response rate of surveys. Third, a new revised survey was developed and approved.

The consumer focus groups identified informed choice, thorough assessment, career guidance , counselor's perception, counselor understanding of disability, communication during the case closure process, a change in counselors, clients' expectations and interaction and availability of counselors as some key components of whether a client would report themselves as a satisfied client. These areas identified were used to write or review questions for the new survey. The preliminary results for the first quarter of 2010 using the same survey and using the incentive and reduced sample size is the same percentage of response rate as before which is 29%. By following the recommendation of the SRC and sending out fewer surveys, on average USOR office staff spends 10 hours less a quarter with data input and there is a reduction of paper used. Second quarter returns are currently on track to exceed a 30% response rate. At this stage, the new revised survey has been edited to a 6th grade reading level and was tested with several former clients on April 30, 2010 with the assistance of USOR in two USOR offices. The anticipated finalization date for the new survey is July 2010.

SRC RECOMMENDATION 3:

Throughout the process, the SRC has made contributions and recommendations related to the completion of the Comprehensive Statewide Needs Assessment.

USOR RESPONSE TO RECOMMENDATION 3:

USOR recognizes that the SRC is a valuable partner in this process and has involved SRC members throughout the process. Members were involved in approving the contract for the study, and were involved in finalizing and approving the questions that would be asked and the parties that would be contacted. They have been present at meetings where preliminary findings have been reported and have made suggestions about areas of focus and clarification. USOR looks forward to hearing any recommendations they may have when the final report is published.

SRC RECOMMENDATION 4:

The SRC expressed concerns about the large budget cuts to USOR by the State Legislature and recommended that USOR do all it can to maintain the current level of staffing and cut other areas if possible.

USOR RESPONSE TO RECOMMENDATION 4:

USOR has so far been able to keep staff levels consistent within the Division of Rehabilitation Services (DRS) despite the large budget cuts last year. The Case Service budget has been cut but ARRA money and reallocated federal money received has made it possible for USOR to maintain service levels so far. Cuts were also made to travel budgets and other budgets but DRS has not been forced to cut staff or restrict hiring for vacant positions.

SRC RECOMMENDATION 5:

The SRC recommended that USOR move forward with support for a Utah State Vocational Rehabilitation Counselor licensure as part of increasing the qualifications, recognition and professional status of staff and in a continuing effort to increase job satisfaction and reduce turnover.

USOR RESPONSE TO RECOMMENDATION 5:

USOR strongly supported the bill to create a new licensure for VR counselors in Utah and that bill passed successfully. The Director of DRS serves on the Utah Licensure Board for the VR license, and DRS is incorporating that new licensure into its CSPD requirements and is considering ways to recognize and reward staff who obtain the licensure.

SRC RECOMMENDATION 6:

The SRC recommended USOR comply with changes requested by RSA to DRS policies of financial need related to placement services and residency requirements.

USOR RESPONSE TO RECOMMENDATION 6:

USOR made changes to DRS policy to clarify that the Financial Needs Test does not apply to placement services, and that DRS does not require residency beyond currently residing in the State of Utah in order to apply for DRS services.

SRC RECOMMENDATION 7:

The SRC recommended that USOR move forward with its proposed plan for the use of ARRA funds. This plan included the hiring of On the Job Training Specialists (OJT) to create OJT opportunities for VR clients, increasing the amounts available for OJT trainings, and construction of a building to house clients of the Division of the Blind and Visually Impaired (DSBVI) while they obtain mobility training from that agency. The SRC supported the move to create more opportunities for VR clients to receive work-based training.

USOR RESPONSE TO RECOMMENDATION 7:

USOR has moved forward on each of these items. OJT specialist were hired, the levels of funding for OJT opportunities was increased, and USOR is in the process of awarding a bid for a construction company to begin building the facility described above.

SRC RECOMMENDATION 8:

The SRC recommended that VR counselors receive additional training about serving individuals with learning disabilities.

USOR RESPONSE TO RECOMMENDATION 8:

DRS recently sent all transition counseling staff to a statewide transition conference where sessions were provided that covered providing services for persons with learning disabilities. Several other staff attended a Traumatic Brain Injury Conference which also provided specific training on this topic. USOR continues to look for training opportunities in this area and consider additional speakers and curriculum which might be appropriate to share with VR counselors.

SRC RECOMMENDATION 9:

The SRC recommended that DRS move forward with a proposed policy change regarding how it handles cases where eligible clients decide to serve a mission for the Church of Jesus Christ of Latter-Day Saints. These missions require that the client serve for up to 2 years and they are unavailable to participate in any services for that time.

USOR RESPONSE TO RECOMMENDATION 9:

DRS has moved forward with the policy change as approved/recommended. Clients were previously closed status 28 when they left to serve a mission. The new policy states that these clients are to be placed in an interrupted status (status 24) rather than be closed while they serve their missions.

SRC RECOMMENDATION 10:

The SRC recommended DRS move forward with a policy change offering a new service for clients who wanted to pursue farming as a vocational goal.

USOR RESPONSE TO RECOMMENDATION 10:

DRS has moved forward with a policy change that allows counselors to purchase assessments from AgrAbility to recommend assistive technology and other needs for clients pursuing a vocational goal of rancher/farmer and it also establishes a specialized pathway to have such purchases approved.

SRC RECOMMENDATION 11:

The SRC recommended that they add a youth representative to the SRC.

USOR RESPONSE TO RECOMMENDATION 11:

USOR is very supportive of the idea of adding youth to the SRC to represent the transition population. The SRC and DRS staff are working together to identify appropriate individuals and work on obtaining nominations for a youth representative to join the SRC.

Request for Waiver of Statewideness

Identify the types of services to be provided by the program for which the waiver of statewideness is requested.

The waiver request should also include:

- a written assurance from the local public agency that it will make available to the designated state unit the non-federal share of funds;
- a written assurance that designated state unit approval will be obtained for each proposed service before it is put into effect;
- a written assurance that all state plan requirements will apply to all services approved under the waiver.

This agency has not requested a waiver of statewideness.



Attachment 4.8(b)(1)

Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Investment System

The Utah State Office of Rehabilitation (USOR) has developed and maintains cooperative agreements were necessary with federal and state agencies not carrying out activities through the statewide work force investment system. USOR maintains a cooperative agreement with AgrAbility, a program carried out under the authority of the Undersecretary for Rural Development of the United States Department of Agriculture. Additionally USOR maintains cooperative agreements with the Utah Department of Workforce Services (DWS), Utah State Office of Education (USOE), Utah System of Higher Education (USHE), Utah Department of Health and Human Services (DHHS), Utah Department of Community and Culture (UDCC), and the Utah Governors Office of Economic Development (GOED).

Additionally, USOR maintains cooperative agreements with all local public education school districts, the Veterans Administration (VA), local mental health organizations, and other entities involved in workforce development services.

USOR also participates in the statewide workforce investment system through participation in statewide and local workforce investment boards.

As part of its strategic plan beginning in 2011 USOR will establish a liaison relationship with the Utah Office of Ethnic Affairs (UOEA) as well as individual minority groups including Asian, Hispanic, Pacific Islanders and others in an effort to educate the office staff about VR programs and services, and in an effort to establish referral sources within these communities.

Attachment 4.8(b)(2)

Coordination with Education Officials

The Utah State Office of Rehabilitation (USOR) has established plans, policies, and procedures for coordination between USOR and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of educational services in school to the receipt of vocational rehabilitation services under the responsibility of the Utah State Office of Rehabilitation. USOR is structurally positioned within the Utah State Office Of Education (USOE) under the authority of the State Board of Education, as such functional relationships exist between administrative staff of both offices.

USOR maintains cooperative agreements with each of the 41 local school districts that include provisions for the development and approval of an individualized plan for employment in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for vocational rehabilitation services leaves the school setting. USOR has assigned transition liaisons with each local school district who serve on transition roundtables with special educators and administrators, provide outreach to students and parents, and provide VR orientations to students. Every high school in Utah has a transition counselor who is assigned to cover referrals and questions from that school.

USOR maintains a cooperative agreement with the USOE Special Education program that provides for consultation and technical assistance to assist USOE and local districts in planning for the transition of students with disabilities from school to post school activities, including vocational rehabilitation services. The cooperative agreement also provides for joint transition planning coordination by USOR and USOE staff for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Act, and specifies the roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services. A representative of USOE Special Education sits on the State Rehabilitation Council, and a representative from USOR sits on the Utah Special Education Advisory Panel providing consultation and assistance.

Additionally, USOR is represented on local school district transition councils, the statewide transition council, and the Workforce, Education and Economic Development Alliance (WEEDA) committee which bridges collaborative efforts between the USOE, DWS, USOR, GOED, and Higher Education.

Attachment 4.8(b)(3)

Cooperative Agreements with Private Nonprofit Organizations

USOR has the authority to enter into contracts with for-profit organizations for the purpose of providing, as vocational rehabilitation services, on-the-job training and related programs for individuals with disabilities under Part A of Title VI of the Rehabilitation Act, upon the determination by USOR that for-profit organizations are better qualified to provide vocational rehabilitation services than nonprofit agencies and organizations.

USOR has established fee-for-service agreements with private non-profit entities providing vocational rehabilitation services throughout Utah in accordance with the requirements of 5.10(b) of this state plan. These entities include, but are not limited to, Deseret Industries, Turn Community Services, and Columbus Community Center. USOR also maintains vendor relationships with other agencies providing supported job based employment services that include a fee for service agreement and participation in job coach training activities. USOR continues efforts to identify and make arrangements, where appropriate, to expand the availability of Community Rehabilitation Programs (CRP) offering supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of this state plan.

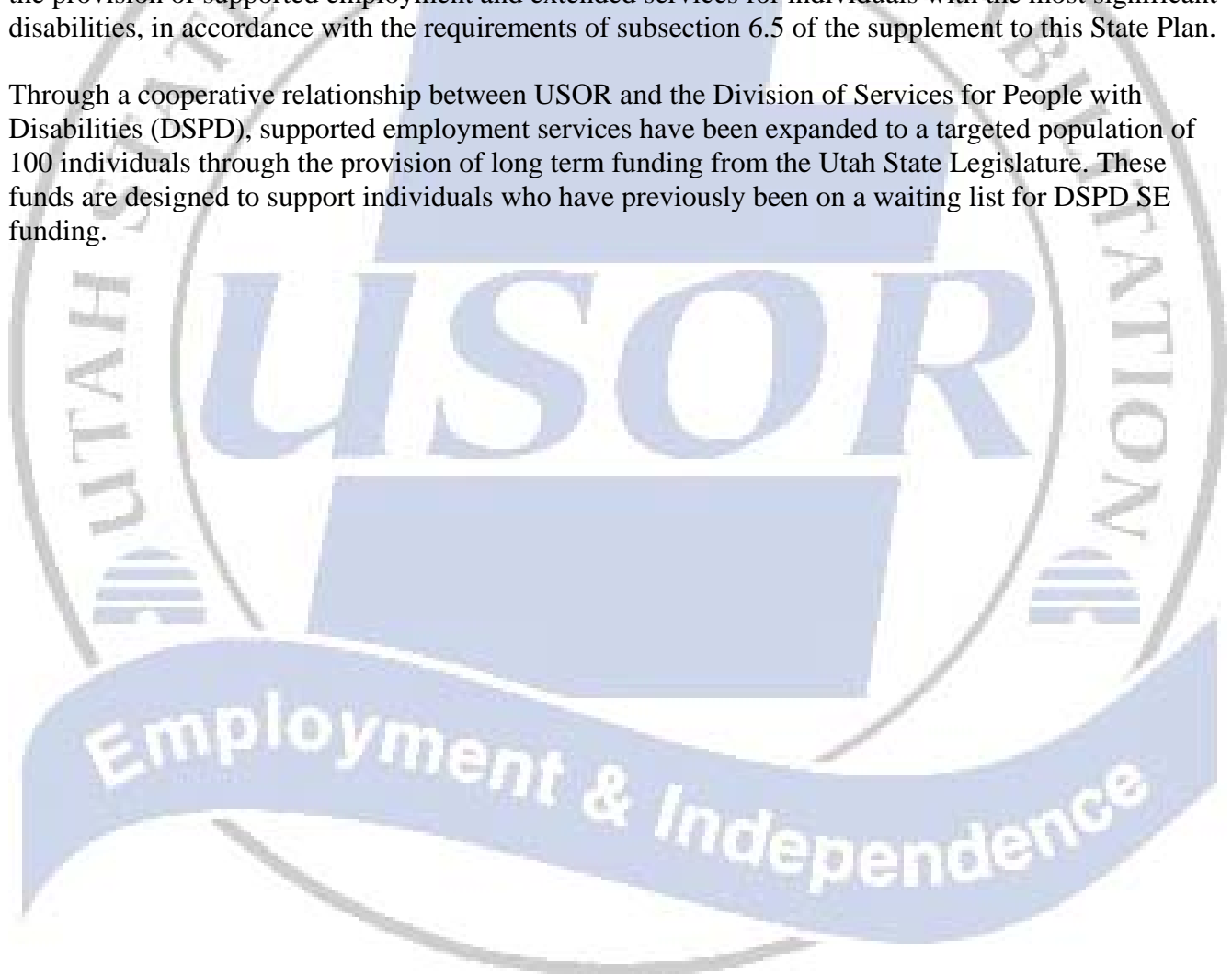
Through a cooperative relationship between USOR and the Division of Services for People with Disabilities (DSPD), supported employment services was expanded to a targeted population through Utah House Bill 45 in 2009. This bill provided on going funding for extended supported employment services to a targeted number of individuals who had previously been on a waiting list for DSPD SE funding. This funding was cut by the State legislature last fall, but has been restored for 100 individuals beginning July 1, 2010. The USOR is working with DSPD to identify eligible individuals based on the priorities set in the cooperative agreement as soon as possible.

Attachment 4.8(b)(4)

Arrangements and Cooperative Agreements for the Provision of Supported Employment Services

USOR has established fee-for-service agreements with entities providing supported employment services throughout Utah in accordance with the requirements of the state plan. These entities include Columbus Community Center, Turn Community Services, RISE Inc., Danville Employment Services, Choice Supported Employment, Phoenix Services and other agencies providing supported job based employment services. USOR continues efforts to identify and make arrangements, where appropriate, with other supported employment entities. These efforts are coordinated by the USOR Employer Resource Center Rehabilitation Specialist who conducts efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.

Through a cooperative relationship between USOR and the Division of Services for People with Disabilities (DSPD), supported employment services have been expanded to a targeted population of 100 individuals through the provision of long term funding from the Utah State Legislature. These funds are designed to support individuals who have previously been on a waiting list for DSPD SE funding.



Attachment 4.10

Comprehensive System of Personnel Development

This attachment describes the Utah State Office of Rehabilitations (USOR) policies, procedures, and activities which ensure an adequate supply of qualified professionals and paraprofessionals to provide vocational rehabilitation services statewide. These policies and procedures were developed in coordination with the State Rehabilitation Council.

(a) Data system on personnel and personnel development.

The USOR has developed and maintains a computerized record system for personnel needs, resources, and training. The computerized personnel needs data system is maintained by the USOR Training Coordinator and provides annual analysis of:

(1) Qualified personnel needs.

(A) The number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category. At the writing of this document this system includes 90 Vocational Rehabilitation Counselors (VRC) and 29 Supervising Counselors (SC) within the Division of Rehabilitation Services (DRS), and 8 VRC within the Division of Services for the Blind and Visually Impaired (DSBVI). Both divisions combined to serve 25,682 individual during FY 2009 for a counselor/consumer ratio of 1:202. Also included in the database from DRS are 10 District Directors, 3 Field Service Directors, and 1 Case Service Director, 12 Vocational Evaluators (VE), 10 Rehabilitation Technicians (RT), 71 Office Specialists (OS), 7 Choose to Work Employment Specialists (CTW), 4 On the Job Training Specialists (OJT) and 32 other para-professionals and from DSBVI 1 VR Case Service Director all in support of the VR program.

(B) The number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and

(C) Projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in 5 years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors (see projections below).

During FFY 2008 USOR implemented a comprehensive recruitment program designed to make USOR more attractive as an employer, cut turnover by retaining current qualified staff, and increase the number of qualified applicants for Vocational Rehabilitation Counselor vacancies. This recruitment effort included a significant salary increase (18.75%) as of July 1, 2008; increasing the number of Supervising Counselors to bring the supervisor/counselor ratio to 1:3; providing supervisory staff with additional training in management and team building skills; and the development and implementation of defined flex schedule options. The efforts to continue improvements continued in FY 2009. USOR created one new district in 2008 and another in 2009 to reduce the total size of a district and increase the supervisory ratio to improve the quality and

availability of supervision within a district office. Opportunities for salary increases have not materialized in the past year due to significant budget cuts, however USOR continues to offer flexible schedules, an incentive program which gives Administrative Leave for above average performance, generous educational assistance, and a competitive starting salary. USOR experienced heavy turnover in the counselor position from early 2000 until approximately 2008. Due in large part to the program described above, turnover has dropped significantly in the last 2 years. Since October of 2008 USOR has had to replace just 6 counselors per year (compared to up to 18 in 2006). If two additional counselors are added per year for possible agency expansion and in order to maintain current service ratios (the USOR formula is one counselor and one-half time secretary for each 20,000 individuals in the general population) the USOR will need a total of 40 new counselors over the next 5 years.

Row	Job Title	Total positions	Current vacancies	Projected vacancies over the next 5 years
1	Counselor	98	0	40
2	Supervising Counselor	29	1	9
3	District Director	10	0	3
4				
5				
6				
7				
8				
9				
10				

(2) Personnel development.

- (A) A list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
- (B) The number of students enrolled at each of those institutions, broken down by type of program; and
- (C) The number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure. Currently the system tracks only one program, as the only Vocational Rehabilitation training program available in Utah resides at Utah State University (USU). This program prepares Masters Degree, CRC eligible Vocational Rehabilitation Counselors. The program also houses a small doctoral program. The Executive Director of USOR and the USOR Human Resource Development Training Coordinator sit on the USU advisory council. The program emphasizes distance education

to state agency employees across the country. Due to this emphasis only a small on-campus class less than 5 or 6 students are available each year to recruit by the State agency.

Row	Institutions	Students enrolled	Employees sponsored by agency and/or RSA	Graduates sponsored by agency and/or RSA	Graduates from the previous year
1	Utah State University		15		
2					
3					
4					
5					

Plan for Recruitment, Preparation and Retention of Qualified Personnel

During FFY 2008 USOR implemented a comprehensive recruitment program designed to make USOR more attractive as an employer, cut turnover by retaining current qualified staff, and increase the number of qualified applicants for Vocational Rehabilitation Counselor vacancies. This recruitment effort included a significant salary increase (18.75%) as of July 1, 2008; increasing the number of Supervising Counselors to bring the supervisor/counselor ratio to 1:3; providing supervisory staff with additional training in management and team building skills; and the development and implementation of defined flex schedule options. The efforts to continue improvements continued in FY 2009. USOR created one new district in 2008 and another in 2009 to reduce the total size of a district and increase the supervisory ratio to improve the quality and availability of supervision within a district office. Opportunities for salary increases have not materialized in the past year due to significant budget cuts, however USOR continues to offer flexible schedules, an incentive program which gives Administrative Leave for above average performance, generous educational assistance, and a competitive starting salary. USOR experienced heavy turnover in the counselor position from early 2000 until approximately 2008. Due in large part to the program described above, turnover has dropped significantly in the last 2 years. Since October of 2008 USOR has had to replace just 6 counselors per year (compared to up to 18 in 2006). If two additional counselors are added per year for possible agency expansion and in order to maintain current service ratios (the USOR formula is one counselor and one-half time secretary for each 20,000 individuals in the general population) the USOR will need a total of 40 new counselors over the next 5 years. The USOR actively recruits at all colleges and universities in Utah to attract both undergraduates and potential graduate students. The USOR is also building relationships with other out of state colleges. For example, 3 current USOR staff are attending the CORE accredited program at Virginia Commonwealth University. USOR actively recruits to fill Vocational Rehabilitation Counselor positions throughout the year by participating in university and college career fairs and by presenting at on-campus classes at the Utah State University Rehabilitation Counselor Education (RCE) program. Additionally, USOR has developed and maintained a recruitment brochure that details the benefits of employment within the state agency and introduces potential applicants to careers in VR. USOR also works with the USOE Human Resources Office to increase the distribution of recruitment announcements nationwide. USOR staff serves on the Advisory Board for the USU RCE program, and work closely with the University of Northern Colorado Technical Assistance and Continuing Education program in efforts to attract graduates and increase the number of students engaged in these training programs. USOR staff is very active in the state chapter of the National Rehabilitation Association (NRA) and uses that relationship to recruit

qualified professionals and to further develop the qualifications of agency staff through additional training, support, and career development. For example, monthly brown bag training seminars are presented through the USOR video training system and co-sponsored by NRA. These coordinated efforts are designed to recruit, prepare, and retain personnel who are qualified, including personnel from minority backgrounds and personnel who are individuals with disabilities.

Personnel Standards

USOR has established hiring preferences and personnel policies and procedures for the establishment and maintenance of personnel standards to ensure that USOR professional and paraprofessional personnel are appropriately and adequately prepared and trained. In January, 2010 the State of Utah began issuing a new State Licensure for Vocational Rehabilitation Counselors. This new State Licensure has necessitated a change in our agency CSPD standard to make sure that Utah VR counselors adhere to the highest standard existing in Utah. These policies and procedures, including this new standard, are described below:

(1) **CSPD Standard**

The USOR has established the following policy to ensure that professionals providing services are appropriately and adequately trained consistent with or prepared to meet the Utah State Licensing Requirement that applies to the area in which such personnel are providing vocational rehabilitation services. The purpose of this policy is to ensure that all Rehabilitation Counselors, Supervising Counselors, Vocational Evaluators and District Directors employed by USOR meet the Comprehensive System of Personnel Development (CSPD) standard required in law, federal regulations, and the state plan. This standard is designed to guarantee that Rehabilitation Counselors are appropriately and adequately prepared and trained to provide quality effective vocational rehabilitation services. The USOR CSPD standard requires that those employees identified above meet one of the following criteria:

- (A) Hold a Utah State Licensure in Vocational Rehabilitation Counseling or
- (B) Meet the criteria to obtain a Utah State Licensure in Vocational Rehabilitation Counseling which includes holding a Masters degree in Rehabilitation Counseling or related field as outlined in the Utah State licensing regulations, obtaining 4000 hours of supervised experience under a Licensed Vocational Rehabilitation Counselor and having taken and passed the CRC exam (national certification exam) *.

" Until December 31, 2010 the Utah Licensing Division will allow individuals to obtain licensure under a different (lesser) standard. Until December 31, 2010 the licensing division has decided that in addition to the educational degrees listed above they will accept Masters Degrees in Educational Counseling, Educational Psychology, Rehabilitation Studies, and Marriage and Family Therapy. Also, a Bachelors degree from an accredited institution with 10 years of experience and a current CRC, CVE, or CDMS can be substituted for the Masters Degree for people who obtain licensure prior to December 31, 2010. The definition of acceptable work hours is also different. Until December 31, 2010, the state will count work hours doing Vocational Rehabilitation related job duties not supervised by an LVRC. Finally, the requirement to obtain the CRC Certification is waived through December 31, 2010 and individuals may obtain a license without holding that certification. Some USOR counselors and evaluators may have the option to obtain licensure under these lesser standards. Individuals who may obtain the licensure under the lower standards but will not meet the licensure standard that goes into effect January 1, 2011 could obtain the licensure by December 31, 2010 and would be considered to meet the USOR CSPD standard. However if these individuals allowed their license to lapse at any time they would then be determined to no longer meet the CSPD standard. At that time they would be

required to develop a plan to meet the necessary requirements as soon as possible, with 5 years being the maximum time allowed under that plan.

Employees who hold a Masters degree in an approved counseling field will be considered to have met the CSPD if they have completed the required 4000 hours of supervised work under the supervision of an LVRC and have completed and passed the CRC national exam.

(2) Plan for all staff to meet new CSPD standard:

Although the USOR standard is consistent with Utah state standards, the Utah state licensure is new, and the standard has been recently revised. This, combined with the fact that USOR must sometimes underfill counseling positions due to a lack of applicants meeting the standard at hire means that not all USOR staff meet CSPD at this time.

CSPD status is tracked for counselors, supervising counselors, vocational evaluators, and district directors. As of this date 138 staff members hold the position of counselor, supervising counselor, or district director. Of that 138, 84 hold the Utah State Counselor Licensure and therefore meet the CSPD standard. 8 additional individuals hold the CRC and are considered to meet CSPD based on that certification and verification of experience. 46 staff are not considered to yet meet the standard and are working on their 5 year plans as described above to meet CSPD. 32 of that 46 are engaged in education programs, the remainder are in the process of completing required experience and/or preparing to take the CRC. All will be expected to meet CSPD within 5 (or six in certain cases depending on hire date) years from their original hire dates. A total of 104 USOR staff (including administrative staff etc.) already hold the new Utah State Licensure.

All counseling and vocational evaluation staff who were hired before January 1, 2010 and have a signed CSPD plan already on file using the prior CSPD standard will be expected to complete the terms of that initial agreement but will also be given an additional 12 months beyond the initial expected date of completion to complete the added requirements of the new CSPD standard which includes taking and passing the national certification exam (CRC).

All counselors and evaluators hired after January 1, 2010 will write a CSPD plan based on the new CSPD standard and will have 5 years from their date of hire to complete the requirements as outlined above to meet the standard. Those counselors who do not meet CSPD upon hire and will require additional graduate level education are expected to successfully complete at least one graduate level class and to apply for admission into a graduate program during their probationary period with the agency (first 12 months of hire).

(3) Strategies, timelines, monitoring and qualifications.

(A) The USOR makes every effort to recruit and hire individuals who meet the USORs CSPD standard as outlined above, and supports the training of existing employees who do not meet the CSPD standard. The USOR offers ongoing educational assistance for those needing additional education to meet the CSPD standard. The USOR also offers a pay increase when counselors successfully obtain national certification (CRC). For those employees hired without a Masters degree in a counseling field, USOR will assist with funding for graduate level education. A graduate degree specific to Rehabilitation Counseling is preferred by the USOR and is considered to be directly related to the job requirements of a Vocational Rehabilitation Counselor. For this reason employees who choose to attend a CORE accredited Masters degree program will be

eligible for 100% educational reimbursement of tuition and books. The CORE accredited program chosen must be eligible to grant an RSA scholarship to offset the costs of tuition, fees, and books. All employees attending these programs must apply for the RSA scholarship. In the rare instance where an approved graduate program may have exhausted all available scholarship monies for a given semester, employees will be eligible to request from the USOR 100% reimbursement of tuition, fees, and books. Reimbursement requests must be submitted prior to the beginning of each semester. These requests must be accompanied by a letter of scholarship denial which states that the reason for such denial was due to lack of available funding from the approved graduate program. Employees completing required internship and practicum experience from a CORE accredited program will be accommodated by the USOR at the employees request.

For those employees who choose to attend a Masters degree program in a counseling field which meets the requirements for a related degree under the rules for obtaining a Utah State VRC license will be eligible for standard educational reimbursement of 50% of tuition, fees, and books, up to the rate of a comparable public program. Comparable public programs are considered to be those found at the University of Utah. All such coursework must be directly related to the employees job requirements. Employees must be accepted and matriculated into a graduate program in a related counseling discipline.

All requests for USOR educational benefits will be considered contingent upon available funding and employees will be notified of approval prior to enrollment for each semester. All related educational expenses and time required to complete any graduate program will be the responsibility of the employee.

In some cases employees who currently meet the CSPD standard may choose to pursue an additional advanced degree program. Educational benefits outlined in the Human Resources Guide will apply in these instances.

While it is the intention of the USOR to establish and maintain funding necessary to allow all employees to meet the CSPD requirements, exceptional and unforeseen circumstances may arise that prohibit such funding. Should funding become unavailable, the employee will be allowed an adjusted time frame to accomplish the standard when such funding becomes available. The USOR establishes priorities of funding for CSPD requirements as follows:

- (1) Priority One: Employees in a supervisory position and employees hired under the expectation of meeting the standard as indicated in their letter of hire.
- (2) Priority Two: All other employees.

Counseling staff who obtain the CRC certification will be refunded 50% of the test fee, and will receive a 5.5% selective salary increase to offset the costs of maintaining the certification (unless they are in longevity). Individuals in longevity who obtain certification will receive a one time bonus. Counselors must continue to maintain CRC certification or they will lose the salary increase.

The USOR has instituted a hiring preference in order to encourage the hiring of staff who already meets the CSPD standard.

Hiring preference is as follows:

- (1) Individuals who hold the Utah State Licensure for Vocational Rehabilitation Counselors.
- (2) Individuals who meet the USOR CSPD standard but have not yet obtained State Licensure.
- (3) Individuals enrolled in a Commission on Rehabilitation Education (CORE) accredited program to obtain a Masters degree in Rehabilitation Counseling.

- (4) Individuals who hold a Masters degree in an approved counseling field as outlined in the state licensing law.
 - (5) Individuals who hold a Bachelors degree in a related social service field such as counseling, psychology, social work, etc. and who have three or more years of counseling employment experience.
 - (6) Individuals who hold a Bachelors degree in a related social service field with less than three years of counseling experience are hired as a Rehabilitation Counselor Trainee.
- (B) All new counselors receive a notification attached to their letter of hire indicating their current CSPD standing and the requirements they must meet within their first year of hire, and subsequent 5 years of hire to meet the standard. The letter is signed by the USOR Executive Director and must be signed by the prospective employee prior to acceptance of the position. Direct supervisors are required to track the progress of the employee in meeting the CSPD standard and the requirement to meet CSPD is included in the counselors performance plan and evaluation.
- All Rehabilitation Counselors who do not meet the standard as outlined above are required to meet the standard within five (5) years of their date of hire. Counselors who do not have a Masters degree in an approved counseling field upon hire will be required to enter a Masters program, and obtain the needed degree and national certification to meet the five (5) year deadline. Staff who do not make adequate progress within the timelines described may be terminated.
- (C) Progress of the USOR as a whole is monitored through the data system. Staff employed as Rehabilitation Counselors, Supervising Counselors, Vocational Evaluation and District Directors must meet the CSPD standards and are tracked through this system. New employees hired who do not meet the standard at hire will be monitored by both supervisory staff and training staff.
- Each new counselor hired must complete a USOR Qualification of Personnel Standard form. For those staff who meet the standard at the time of their hire and for those who will meet the standard within five (5) years of hire with additional work experience and national certification (those hired with an a Masters degrees in an approved counseling field), no additional documentation is required except verification of passing the CRC exam. For those counselors who need additional education in order to meet the standard, sections will be added to their performance plans with the heading of Professional Development. These sections must include a plan describing how the counselor will meet the standard, by obtaining the required Masters degree and National Certification, within five (5) years of the date of hire. These plans shall be submitted to the USOR Training Coordinator with the USOR Qualification of Personnel Standard form within thirty (30) days of hire, and must be signed by the employee, the supervisor, and the District Director. Minimum requirements for the first year of the plan for those staff who do not hold a Masters degree in an approved counseling field will include completing the application process for an approved graduate program and satisfactory completion of two (2) semester hours of coursework required in the approved program. Satisfactory completion means courses are completed in a timely manner at a performance level to meet the graduate school requirements. Progress sufficient to meet the CSPD plan requirements will be monitored in each subsequent year as set forth in the employees Performance Plan.
- The Performance Plan will be reviewed as required by the supervisor. If an employee has not satisfactorily completed all activities outlined for the year of review, they will receive an unsatisfactory rating in the Professional Development section and be placed

on corrective action. A corrective action plan will be written with short term goals established to remediate the lack of progress toward their CSPD plan. The corrective disciplinary action will result which may include termination based upon non-compliance with USOR agency policy. Normal supervisory review procedures will apply and be available to the employee. New employees who do not make the outlined progress in the first year of probationary status will be terminated from the agency in probationary status with no recourse for the employee.

- (D) See hiring preference under (A) above.

Staff Development

USOR has established policies, procedures, and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training in terms staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement, rehabilitation technology; and procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources. These training opportunities and activities include:

- (1) The USOR Human Resource Development Program provides for attendance at workshops, conferences, formal course work at institutions of higher education, as well as agency developed and conducted training sessions. Training is offered in the areas of counseling; informed choice; medical, psychological, and vocational assessment; assistive technology; current research and issues; culturally sensitive practices; job placement and development; ethics; WIA and the Rehabilitation Act; as well as other topics relevant to Rehabilitation Counselors. Specialized topics in the last 6 months include vocational evaluation, serving senior aged clients, and job placement techniques including resume development. The USOR provides monthly in-service trainings via high definition video conferencing to offices throughout Utah, as well as by web-streaming training content. The USOR has consistently exceeded the required training hours required to maintain national certification and intends to provide counselors with the training hours required to maintain state licensure.
- (2) The USOR has established procedures for the acquisition and dissemination to professionals and paraprofessionals significant knowledge from research and other sources. These procedures include providing training opportunities, encouraging professional memberships in organizations which offer professional journals, as well as having a close relationship with the Utah State University Rehabilitation Counselor Education program, and the Region 8 TACE center. Additionally USOR has established a cooperative relationship with the National Clearinghouse On Rehabilitation Materials at Utah State University.

Personnel to Address Individual Communication Needs

The USOR has worked to ensure the availability of personnel who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals. The USOR has established Spanish speaking caseloads that are staffed by professionals who are fluent in Spanish. Additionally USOR has established a number of deaf and hard of hearing caseloads statewide that are staffed by professionals fluent in American Sign Language. Applicants are tested prior to selection for these positions and receive a pay increase for these skills. Additionally, the USOR operates under a state contract that provides additional interpretation services through a private company for all other languages.

Coordination of Personnel Development Under the individuals with Disabilities Education Improvement Act

The USOR has established procedures and activities to coordinate the comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act. These include maintaining the cooperative agreement between the Utah State Office of Rehabilitation with the Utah State Office of Special Education for a project of systematic transition for Utahs youth with disabilities.



Attachment 4.11(a)

Statewide Assessment

(a) Comprehensive Statewide Assessment of Rehabilitation Needs The Utah State Office of Rehabilitation (USOR), in cooperation with the State Rehabilitation Council (SRC), conducts a comprehensive statewide needs assessment every three (3) years to identify the vocational rehabilitation needs of Utahans with disabilities. USOR contracted with the Center for Public Policy and Administration to conduct this study. The Executive Summary from the report about this study appears at the end of this section. The entire report can be viewed on the USOR website www.usor.utah.gov.

(1) Vocational Rehabilitation Service Needs

The 2010 Comprehensive Statewide Assessment of Rehabilitation Needs surveyed counselors, clients and other providers about the needs of VR clients. Results from these three groups were very similar in the needs they identified. The survey then asked employees of USOR and other provider groups to identify the availability of resources to meet these needs. Six areas were identified where USOR employees thought there was a significant gap between the need of their clients and the availability of resources. The USOR has chosen to focus on those six areas for the next two years, developing goals and strategies around them, in order to improve the skills and knowledge of counselors and the availability of appropriate and comprehensive services for VR clients. It is believed this will result in more confident and effective staff and more appropriate, successful employment outcomes for consumers. The six areas are listed in the Executive Summary below (in all caps) and on the Goals attachment included in this State Plan. The needs of those identified as having the most significant disabilities were not shown to be significantly different than those of other VR consumers. They did indicate a higher need for Job Coaching and related services, and the USOR has identified strategies to improve the availability and quality of these types of services.

(ii) Individuals with disabilities who are minorities and traditionally unserved or underserved populations: Statistical data at the time of the assessment demonstrates that USOR is providing services at or above the rate of population instances of ethnic and disability types within the state of Utah. The 2010 Comprehensive Statewide Assessment of Rehabilitation Needs indicates that the needs of the minority populations are not different from the needs of the general population but that the needs are greater within the minority population. The USOR has included goals related to the outreach to these populations in its strategic plan.

(iii) Individuals with disabilities served through other components of the statewide workforce investment system: The 2010 Comprehensive Statewide Assessment of Rehabilitation Needs demonstrates that the needs of consumers served by others are not significantly different than those of the general population. Because employees of other components of the Workforce System did not identify some of the same gaps as the USOR counselors, the USOR is committed to increasing coordination with the Department of Workforce Services (DWS) and accessing the programs and trainings available to counselors and consumers within

DWS. Some specific strategies describe this intent. Some of this coordination will involve joint programs already in place such as the Choose to Work (CTW) program which provides coordinated job placement services to clients of both agencies. The USOR recently developed computer screens which display information about shared clients that should help with this effort.

(iv) Need to Establish, Develop, or Improve Community Rehabilitation Programs (CRPs)

USOR has established a process of assessing the effectiveness of community rehabilitation programs (CRPs) that provide services to people with disabilities in Utah. The Executive Director of USOR sits on the Utah Works council that selects and approves state government contracts being awarded to CRPs, which has greatly expanded the ability of CRPs to expand services and employment opportunities to people with disabilities.

The following factors are used to determine the effectiveness, and need for improvement of existing CRPs.

- (i) USOR ensures the appropriate use of CRPs through a facilities review process which evaluates the facilities effectiveness, compliance to the ADA and Rehabilitation Act, and other relevant criteria.
- (ii) Prior to a CRP being used by a consumer, USOR establishes a written agreement with the facility and approves the facility for use.
- (iii) The manner in which agreements are established is through the USOR standardized facilities approval process. CRPs interested in serving vocational rehabilitation consumers must apply for USOR approval. Outreach to CRPs is also conducted through the USOR Facilities Specialist and Supported Employment Specialist.
- (iv) USOR keeps an ongoing record of assessments of CRPs that provide services to consumers. The USOR Facilities Specialist annually evaluates CRPs effectiveness utilizing the following criteria:
 - (a) Consumer Satisfaction
 - (b) Outcome and Placement Measures
 - (c) Number Served
 - (d) Number Completing Program

In addition, USOR coordinates the training and certification of CRP job coaches and job placement specialist in cooperation with the University of Utah. The current comprehensive assessment did not identify any specific needs in regards to existing CRPs or the need to establish new CRPs however several strategies speak to the effort of the USOR to continually improve the availability and quality of services provided by CRPs.

EXECUTIVE SUMMARY FOR REPORT REGARDING COMPREHENSIVE STATEWIDE NEEDS ASSESSMENT FOR INDIVIDUALS WITH DISABILITIES IN UTAH, Prepared by the CENTER FOR PUBLIC POLICY & ADMINISTRATION, Cathy Chambless, PhD, MPA, Sara McCormick, MPA, and Jennifer Robinson, MPA June 1, 2010:

The Center for Public Policy & Administration conducted a comprehensive assessment of the rehabilitation needs of individuals with disabilities in Utah at the request of the Utah State Office of Rehabilitation. The purpose of the study is to provide information for development of a three year

vocational rehabilitation state plan. The needs assessment and state plan are requirements of the federal Rehabilitation Act. Seven research questions guided the study:

1. What are population estimates and characteristics of individuals with disabilities in Utah?
2. What are estimates and characteristics of individuals who receive Social Security disability benefits (SSDI and SSI)?
3. How do the processes and outcomes of Utah VR services compare with other peer states? What are the anomalies and are these of concern?
4. What do vocational rehabilitation clients perceive as their unmet needs and barriers to successful outcomes?
5. What do rehabilitation providers perceive as unmet needs and barriers to successful outcomes for their clients? How do provider perceptions of needs and barriers compare with the clients perceptions?
6. What groups appear to be unserved or underserved by VR services? What are the unmet service needs of these groups?
7. What are barriers and special service needs of racial and ethnic minority populations with disabilities?

Population estimates and Social Security data

Analysis of U.S. Census data shows Utah has a lower percentage (9%) than the nation as a whole (12%) of people who state they have a disability according to the 2008 American Community Survey. Utah mirrors the nation in the proportion of men and women with disabilities. According to Census data the employment rate of individuals with disabilities in Utah (46%) is significantly higher than in the U.S. (39%). This may be due to the fact that Utah's economy has been performing better than the U.S. as a whole.

According to USOR, the agency served 21,997 clients in 2008. This is 9% of Utah's disabled population. 53% of USOR clients are male, 47% are female.

A smaller percentage of Utah's population receives SSDI and SSI benefits than nationally. In 2008 approximately 2.5% of Utahans received SSDI compared to 4.1% nationally, and 1.6% received SSI compared to 3.9% nationally.

Vocational Rehabilitation program performance

An analysis of vocational rehabilitation caseload data shows how Utah's program compares with four peer states (Colorado, Kansas, Oklahoma, West Virginia). In terms of types of disability Utah has the highest percentage of psychosocial impairments and lowest percentage of cognitive impairments compared with the peer states. Utah had the highest successful employment rate in FY 2007 - 73% of all individuals whose cases were closed in FY 2007 after receiving services were employed. Utah also had the highest successful employment rate for transition age clients (18-24 years old) that same year compared to peer states. The Utah vocational rehabilitation program had the highest successful employment rate for clients with physical impairments (69%), communicative impairments (86%), cognitive impairments (79%), and psychosocial impairments (71%). However, Utah had the second lowest employment rate for clients with visual impairments (64%) compared to peer states.

The Utah vocational rehabilitation program was able to accomplish this excellent performance despite having the smallest overall staff (225), the smallest administrative staff (24), and the second smallest counseling staff (110) compared with its peer states.

Consumer Survey

The purpose of the consumer survey was to assess what vocational rehabilitation clients perceive as their unmet needs and barriers to successful outcomes. In January 2010, surveys were sent to 4,349 individuals with disabilities who had been determined eligible for vocational rehabilitation services and were in Status 10. These individuals had been determined eligible for the program but had not

begun receiving services under an Individual Plan for Employment (IPE). Completed surveys were received from 582 respondents which represented a 13.4% response rate. The surveys asked individuals to check whether they needed services from a list of 31 items. The survey then asked an open-ended question for individuals to list barriers they have experienced in becoming successfully employed. Administrative data obtained from USOR included age, gender, race, ethnicity, education level, significance of disability designation, SSDI and SSI, TANF and GA status at application, and primary disability /impairment type.

Respondents represented for the most part the overall Status 10 group demographically with no significant differences between the respondent pool and the entire Status 10 group in terms of race, ethnicity, gender, and age. However, the respondents were slightly more educated than the overall Status 10 group, and individuals with mental health disabilities responded less than their proportion in the Status 10 group. Individuals identified as having most significant disability designation were more likely to have responded. Also, respondents were significantly more likely to be receiving SSI or SSDI at application than the overall Status 10 group.

Services Needed

The following list of needs are the top ten services needed as identified by USOR clients.

1. Paying for a school or training program, including book or tools (81%)
2. Locating employers with suitable job openings (79%)
3. Learning what jobs are available (75%)
4. Choosing a suitable job (72%)
5. Learning what programs and/or benefits they are eligible for such as Social Security or health care benefits (69%)
6. Understanding how work will impact benefits (67%)
7. Writing a resume and preparing for job interview (62%)
8. Choosing a school or training program (62%)
9. Understanding health benefits and finding providers (61%)
10. Job coaching (short term on-the-job training, help with problems on the job) (60%)

The need responses were disaggregated to see if subgroups of consumers with certain characteristics differed from the other consumer respondents. The subgroups were examined by most significant disability designation, transition age (18-24 years old), and type of disability/ impairment.

Individuals with Most Significant Disability

Individuals with Most Significant Disability (n=159) had the same top four needs as the rest of the consumer group, although in a different order, with job coaching as the 5th highest need (ranked 11th by the remaining respondents). individuals with most significant disability expressed significantly higher needs for job coaching; wheelchair, scooter or other mobility device; learning what benefits they are eligible for including Social Security and health benefits; understanding health benefits & finding providers; obtaining prescription drugs; and supported employment. Fewer needed Assistance with car maintenance, repairs and gas.

Transition Age Consumers

Transition age consumers (18-24 years old) (n=159) had the same top four needs as the list above, followed by: help in writing a resume and preparing for a job interview; and job coaching (5th and 6th ranks respectively).

Disability / Impairment

Respondents identified as having mental disability comprised 39.5% of the total, physical 30%, cognitive 25% and sensory 6% of the total number of respondents (n=582). Looking at service needs by primary disability/ impairment the services needs of each subgroup closely mirror each other in

ranking with slightly different order from the list above.

Barriers to Employment

Consumers listed barriers to employment in response to an open-ended question: What are the top three factors that cause you the most difficulty in becoming successfully employed? Their responses were grouped into 25 different categories. The following categories represent the most common barriers expressed:

- " Lack of education or skills training (31% of respondents)
- " Medical condition or physical issue (30%)
- " Transportation (20%)
- " Mental health issues (20%)
- " Lack of soft skills including interpersonal skills, interview skills, money and time management (15%)
- " Needing assistance understanding services available, assessing interests and finding jobs (13%)

Provider Surveys

Three groups of service providers were surveyed to assess their perception of rehabilitation needs of the individuals they serve: Utah State Office of Rehabilitation employees (n=125), Department of Workforce Services (DWS) employees (n=128), and employees of other community agencies serving people with disabilities (n=118). The third group, referred to as All Other Providers, included employees of Veterans Administration Vocational Rehabilitation, Deseret Industries, Workers Compensation Fund of Utah, and other organizations identified from the 211 Information and Referral database. Also the Utah Association of Community Services, Utah Behavioral Health Network, and the Division of Services for People with Disabilities sent surveys to their members and contract providers. Surveys were conducted during December 2009 and January 2010; a total of 371 responses were received to the provider survey.

Services Identified by Providers

The top ten needs identified by USOR employees of their clients were:

1. Learning what jobs are available
2. Finding a suitable job
3. Assessing client's interests and abilities
4. Locating employers with suitable job openings
5. Writing a resume and preparing for a job interview
6. Improving self-advocacy skills
7. Learning what programs and/or benefits they are eligible for (such as Social Security and health care)
8. Understanding their health benefits and finding providers
9. Obtaining life skills training such as money and time management, or getting along with people.
10. Understanding how work will impact benefits

The responses of DWS employees were compared with those of USOR. DWS had nine of the same top-ten list of service needs as USOR, although in a different priority order. DWS employees identified paying for school or a training program which was not on the USOR top-ten list. Similarly, All Other Providers had the same top-ten list of needs as USOR, although in slightly different priority order.

Availability of Services as Identified by Providers

We assessed providers perceptions of the availability of the different service needs and compared these

with the demand for the need. Services that have high demand and low availability may indicate a shortage of capacity, a need for staff training, or a service that is difficult for the counselor or client to access. USOR employees indicated high demand and relatively lower availability for six of the following service areas: LEARNING WHAT JOBS ARE AVAILABLE; FINDING A SUITABLE JOB; LOCATING EMPLOYERS WITH SUITABLE JOB OPENINGS; WRITING A RESUME AND PREPARING FOR A JOB INTERVIEW; IMPROVING SELF ADVOCACY SKILLS; AND OBTAINING LIFE SKILLS TRAINING SUCH AS MONEY AND TIME MANAGEMENT, OR GETTING ALONG WITH PEOPLE.

In contrast to USOR employees, DWS employees showed a large gap between demand and availability for only one service: obtaining life skills training such as money and time management, or getting along with people. The All Other Providers group identified four services with a large gap between demand and availability; these were: Locating employers with suitable job openings, Improving self advocacy skills, Understanding health benefits and finding providers, and Obtaining life skills training such as money & time management and getting along with people.

Barriers Perceived by Providers

The survey asked providers "What are the top three barriers that prevent your clients from achieving successful outcomes?" The barriers listed by providers were coded into the same 25 categories as the consumer barriers. Only two of the top ten barriers listed by providers were in the consumer top ten list (noted by *). The percentage of responses for each barrier below represents USOR employees responses.

- " Lack of family, social, or community support (28%)

- " Employer discrimination, stigma, negative social stereotypes; lack of awareness by general public (23%)

- " Lack of motivation, boredom; dependence on system; feel entitled (22%)

- " Transportation* (21%)

- " Economy and/or lack of jobs (20%)

- " Crime record/felon (17%)

- " Lack of education or skills training (17%)

- " Mental health issues* (14%)

- * These barriers were in Consumer top ten list.

Unserved and Underserved Groups as Identified by Providers

The providers were asked to identify groups that may be unserved or underserved by the rehabilitation system. Thirty-five percent (35%) listed a specific disabling condition. Mental illness (11%) was top among that list of conditions. Other unserved/underserved groups were: people who are not aware of services (8%), students transitioning from high school (8%), and minorities (7%). Sixteen percent (16%) indicated they were not aware of any unserved or underserved groups.

Recommendations for meeting the needs of the unserved/underserved included more outreach, building capacity of programs, improving coordination between VR and other agencies and with employers, and changing public policies.

Racial and Ethnic Minorities

Both consumer and provider responses were used to understand the needs of racial and ethnic minorities with disabilities. One hundred ten (110) consumer respondents were in the racial and ethnic minority group. This group had similar needs to the non-minority group but the magnitude of need was greater for minorities in many areas. The differences were significantly higher for minorities in 11 of the 31 service areas.

Eight organizations that target services to racial and ethnic minorities responded to the provider survey and the responses were too few to obtain meaningful results. Seven percent (7%) of the responses from

the provider surveys indicated racial and ethnic minorities were an unserved or underserved group.

Conclusion

The purpose of this comprehensive needs assessment is to call attention to perceptions and concerns of individuals who are most involved in receiving and providing rehabilitation services. This attention can then be directed toward remediation of these concerns through the next three year vocational rehabilitation state plan.



Attachment 4.11(b)

Annual Estimates

- (1) According to the 2008 American Community Survey conducted by the U.S. Census Bureau there are 126,697 people with disabilities aged 18 to 64 in Utah. The 2008 Disability Statistics Report from Cornell University indicates that 29.5% of people with disabilities aged 21 to 64 were engaged in full time employment in Utah, while an additional 8.3% were actively looking for full time employment. The average annual growth rate for USOR from FFY 2007, 2008 and 2009 is 5.3%. The average annual growth rate was calculated by taking the difference of total number served between fiscal years, dividing it by the total number of clients served for each of the fiscal years and averaging it by dividing by 3. The total number of clients that were served in FFY 2009 was 25,682. Based on an increase according to the average annual growth, it is estimated that at the completion of this fiscal (FFY 2010) USOR will serve 27,043 and will serve 28,476 in FFY 2011.
- (2) Of the 28,476 eligible individuals served in FY 2011, 28,276 will be served under Part B of Title I of the Act and 200 under Part B of Title VI of the Act (Supported Employment Program). As USOR is not on an order of selection (OOS), there is no identification of eligible individuals receiving services under any such OOS priority category.
- (3) It is estimated that \$FY11 \$23,536,627 in service costs will be spent during FFY 2010 providing vocational rehabilitation services to the number estimated in (A) above.

Row	Category	Title I or Title VI Funds	Estimated Number to be Served	Average Cost of Services
			—	
			—	
			—	
			—	
			—	
			—	
			—	
			—	
			—	
			—	
			—	
			—	
Totals		\$0	0	

Attachment 4.11(c)(1)

State Goals and Priorities

- (1) Based on the results of the 2010 Comprehensive Statewide Assessment of Rehabilitation Needs, USOR met with the State Rehabilitation Council to jointly review the results, recommendations, and to jointly establish goals and priorities for program improvement. In collaboration with the State Rehabilitation Council, the following goals and priorities have been established:

RSA PERFORMANCE INDICATOR FFY09 Performance FFY10 GOAL

- | | | | |
|-----|---------------------------------|-------|------|
| 1.1 | Change in Employment Outcomes | 3316 | 3462 |
| 1.2 | Percent of Employment Outcomes | 66.3% | 60% |
| 1.3 | Competitive Employment Outcomes | 94% | 76% |
| 1.4 | Significance of Disability | 98% | 70% |
| 1.5 | Earnings Ratio | .78 | .70 |
| 1.6 | Self Support | 87% | 60% |

In addition, USOR has identified the following goal related directly to the Statewide Comprehensive Needs Assessment and other internal agency evaluations in coordination with the SRC (Goals beginning in 1 will be the focus in 2011, Goals beginning in 2 will be the focus in 2012, and Goals beginning in 3 will be the focus in 2013):

- Goal 1.1: Assist clients and counselors in locating employers more employers with suitable job openings
- Goal 1.2: Expand availability of and access to life skills training for clients by increasing capacity and removing any barriers to access
- Goal 1.3: Increase knowledge of minority community about availability of VR services
- Goal 1.4: Develop relationships with other agencies serving youth to increase the percentage of youth served by the vocational rehabilitation program
- Goal 2.1: Increase clients knowledge of their own interests, abilities and opportunities related to obtaining employment
- Goal 2.2: Increase availability and success of specialized job placement services
- Goal 2.3: Improve counselor knowledge about assisting clients in resume writing and interview skill building
- Goal 2.4: Increase counselor knowledge of services outside DRS to assist clients in resume writing and interview skill building for client
- Goal 2.5: Improve service coordination and access for those individuals with disabilities exiting the Utah State correctional system
- Goal 3.1: Increase client and counselor knowledge about job market and availability of specific vocational positions
- Goal 3.2: Increase counselor knowledge of tools to help them teach clients self-advocacy
- Goal 3.3: Increase counselor knowledge of outside resources where clients can learn and develop self-advocacy skills
- Goal 3.4: Increase knowledge about importance of Benefits Planning and its effect on vocational rehabilitation outcomes.

The USOR has also identified goals related to training and CSPD which are included in the USOR application for basic training grant monies.

Attachment 4.11(c)(3)

Order of Selection

This agency is not implementing an Order of Selection.



Attachment 4.11(c)(4)

Goals and Plans for Distribution of Title VI, Part B Funds

Specify the state's goals and priorities with respect to the distribution of funds received under section 622 of the Act for the provision of supported employment services.

ATTACHMENT 4.11 (c)(4)

Goals and Plans for Distribution of Title VI, Part B Funds

- (4) The goals and plans for distribution of Title VI, Part B funds are based on the Utah State Office of Rehabilitation (USOR) comprehensive assessment which includes analysis of supported employment, providers, consumers and VR counselors who use supported employment. Addressing a trend over recent years of decreasing clients in supported employment, USOR, in conjunction with the Utah Division of Services for People with Disabilities and the Utah State Legislature successfully piloted a program designed under House Bill 31, the Supported Employment Pilot Program for the Provision of Services for People with Disabilities. This pilot project went into effect July 1, 2006, the funding through this legislation provided long term Supported Employment services to fifty (50) qualified individuals in FY 2007 for whom long term services have been here-to-for unavailable once initial vocational rehabilitation supported employment services was completed. The Utah State Legislature again funded House Bill 31 for an additional fifty (50) consumers during the 2007 legislative session that provided for an additional 50 individuals to be served during FY 2008. During the 2008 legislative session, House Bill 45 was passed which provided for ongoing funding of this project as successfully demonstrated under the pilot project. Despite the passing of Bill 45 funding for this project was cut last year by the State Legislature. Funding has recently been restored and beginning July 1, 2011 an additional 100 individuals are eligible to receive assistance with long term support through DSPD. Unfortunately due to the "suspension" of the project over the last several months placements were lost and the number of individuals served will likely be down for FY 2010. Numbers are expected to grow over FY 2011.

The USOR has distributed and will continue to distribute FFY 2011 funding received under section 622 of the Act for supported employment services identified in the IPEs of individuals who have been determined eligible for services under the policies of Title VI, Part B regardless of their inclusion in the project mentioned above. USOR expects to serve 150 individuals with supported employment funds during FFY 2011.

Attachment 4.11(d)

State's Strategies

As outlined in Attachment 4.11 (c), the USOR has chosen in its Strategic Plan for FY 2011 to FY 2013 to focus on 6 specific need vs. resources gaps identified in the recently completed Comprehensive Statewide Needs Assessment (CSNA) (see 4.11 (a)). In addition, the USOR has chosen to add additional strategies related to increasing outreach to minority populations, improving services to youth in transition, improving services for those exiting the state correctional system, and evaluating and improving access to benefits planning services. Several activities are related to the innovation and expansion activities identified in 4.12. The entire Strategic Plan is outlined by year below.

- (1) Strategies were developed with the goals of increasing staff knowledge and skills, increasing capacity in relation to needed resources, and increasing access to and knowledge of existing programs and available resources. The USOR is committed to a cycle of continuous evaluation and improvement and will evaluate these strategies over the next 3 years looking to expand, revise and improve this plan where appropriate.
 - (A) Methods to be used, including activity descriptions are included as part of each strategy listed below. Several of these activities will expand and improve access to services for individuals with disabilities, including the provision of assistive technology to individuals at each stage of the process;
 - (B) Several activities will focus on increasing procedures to identify and serve individuals with disabilities and minorities and those with the most significant disabilities including those who may have been unserved or underserved by the vocational rehabilitation program;
 - (C) Several activities are designed to increase the availability, success and scope of Supported Job Based Training (SJBT) and Supported Employment (SE) services, and community rehabilitation programs are often providers of those services;
 - (D) All strategies are designed with the intent of improving the performance of the USOR staff in terms of federal evaluation standards and performance indicators established pursuant to Section 106 of the Rehabilitation Act. For example, the pilot project related to SJBT and the increases in the On the Job Training Program (see goal 2.2 and goal 1.1 below) are designed in part to help the USOR meet standard 1.1.
 - (E) Strategies include reference to collaboration and cooperation with other components of the workforce investment system in order to improve the service by all agencies in assisting individuals with disabilities.
- (2) The USOR will use the developed strategies listed specifically below to:
 - (A) Address need/resource gaps identified by the CSNA (see 4.11 (a)) and these strategies are designed to help the USOR reach the goals identified in Attachment 4.11
 - (B) Support the innovation and expansion activities identified in subparagraph 4.12 (a) (1) and (2), for example the pilot soft skills training evaluation described as Goal 1.2 below, and the On The Job Training Program evaluation described as Goal 1.1 are in support of activities listed in the innovation and expansion attachment.
 - (C) Overcome any identified barriers relating to equitable access to and participation of individuals with disabilities in the State Vocational Rehabilitation Services Program and State Supported Employment Services Program (see (1) above).

YEAR ONE

Need 1.1: Locating employers with suitable job openings

Goal 1.1: Assist clients and counselors in locating employers

Strategy 1: Increase knowledge of staff and clients by improving system of access to known job announcement/opportunities

Activity A: Create web page for job announcements from the USOR Business Relations Specialist and others

Activity B: Find way to make accessible to vendors providing job search assistance and interested clients

Activity C: Improve the agency case management system (Integrated Rehabilitation Information System or IRIS) by creating a list of clients sorted by job goal to help counselors more easily match opportunities and openings with the job goals of clients

Activity D: Evaluate existing links to job websites in IRIS and determine which are most useful, including appropriate links to the Department of Workforce Services

Strategy 2: Evaluate new OJT outreach program and make improvements

Activity A: Survey counselors on impact of program and areas where improvement is needed

Activity B: Evaluate success after one year in terms of production and efficiency and make improvements

Activity C: Increase collaboration w/ specialist and counselors to focus efforts on greatest areas of needs (based on survey results from A)

Need 1.2: Obtaining life skills training such as money and time management and getting along with people

Goal 1.2: Expand availability of and access to life skills training for clients by increasing capacity and removing any barriers to access

Strategy 1: Evaluate results from current pilot teaching interpersonal skills and resolving work behavior issues (piloted in Downtown District with corrections population in group setting at this time) and determine transferability

Activity A: Evaluate outcomes and cost of pilot group

Activity B: Make decisions about improvement/expansion

Activity C: Identify additional vendors willing to provide similar services

Strategy 2: Identify additional resources which offer life skills training

Activity A: Survey staff about anyone they use or know of to provide this training

Activity B: Survey partners such as DWS and DSPD about possible resources

Activity C: Evaluate existing programs and look for areas where successful programs might be duplicated

Activity D: Evaluate ability of counselors to access these services and remove any barriers discovered.

Activity E: Approve any additional vendors as appropriate

- Need 1.3: Increased knowledge of minority community about availability of VR services
Goal 1.3: Increase knowledge of minority community about availability of VR services
Strategy 1: Improve relationships with minority advocacy groups and increase referrals from these groups
Activity A: Identify 2 groups with relationships to the Asian population in Utah including the Chamber of Commerce group representing the Asian population in Utah
Activity B: Assign a liaison to meet with and offer education to these two groups
Activity C: Assign a liaison to coordinate referrals from these groups if appropriate
Activity D: Assign liaison to work with contacts to develop training for counselors (to be presented through the video system) on serving individuals from the Asian population
- Need 1.4: Increased services to youth in transition and coordination with other agencies serving the youth population
Goal 1.4: Develop relationships with other agencies serving youth to increase the percentage of youth served by the vocational rehabilitation program
Strategy 1: Improve relationship with Job Corp organization to increase number of youth served
Activity A: Meet with Job Corp leadership to access need and develop goals
Activity B: Design a streamlined referral process for individuals with disabilities served by Job Corp who may be appropriate for vocational rehabilitation services
Activity C: Assign one or two caseloads/counselors to serve referrals from Job Corp

YEAR TWO

- Need 2.1 and 2.2: Finding a Suitable Job
Goal 2.1: Increase clients knowledge of their own interests, abilities and opportunities related to obtaining employment
Strategy 1: Increase availability of and knowledge about computerized assessment tools which measure interests and abilities
Activity A: Identify computer resources available to clients/counselors to measure interests and abilities
Activity B: Test resources to determine easiest and most reliable assessments
Activity C: Train counselors on these assessments and provide AT if needed to access
Activity D: Assure availability of these assessments to counselors and clients
Strategy 2: Increase efficiency between DRS Vocational Evaluation Unit and Case Service staff including improving collaboration and coordination between evaluation and counseling staff to improve access, efficiency and availability
Activity A: Assess current practices of Evaluation Unit and Case Service
Activity B: Develop recommendations to improve efficiency and availability
Activity C: Implement recommendations and evaluate

Goal 2.2: Increase availability and success of specialized job placement services

Strategy 1: Evaluate current pilot change to milestone payment for SE/SJBT providers after one year and expand milestone payment program if deemed appropriate

Activity A: Interview providers using new payment program

Activity B: Interview providers using old system about interest in new program

Activity C: Evaluate outcomes of 15 to 20 clients under new system compared to 15 to 20 clients under old system in terms of cost, placement quality indicators (wage, benefits and hours per week), and job retention

Activity D: Add additional providers to milestone program if found to be more successful, or end pilot if found not to be more successful.

Need 2.3 and 2.4: Assistance in writing a resume and preparing for a job interview

Goal 2.3: Improve counselor knowledge about assisting clients in resume writing and interview skill building

Strategy 1: Train counselors on helping clients to build successful resumes

Activity A: Identify web resources to help clients build resumes

Activity B: Work with Choose to Work counselors (including those employed by DWS) to assess web resources and identify other resources

Activity C: Train counselors, with assistance of Choose to Work staff, on availability and use of these websites and other resources

Activity D: Train counselors, with assistance of Choose to Work staff, on what type of resume works best for which jobs, which employers, which method of application etc.

Strategy 2: Train counselors on assisting clients in building interview skills

Activity A: Identify resources to help clients learn about successful interviewing (web, print etc)

Activity B: Survey staff to determine methods of teaching these skills to clients some counselors find successful (example job club group in Provo)

Activity C: Share successful practices with all staff

Goal 2.4: Increase counselor knowledge of services outside DRS to assist clients in resume writing and interview skill building for client

Strategy 1: Partner with DWS to expand knowledge of counselors about and access for all VR clients to these service offered by DWS

Activity A: Meet with DWS to determine all services available by area

Activity B: Work with DWS and counselors to assess availability and barriers to access

Activity C: Work with DWS to expand availability and reduce any barriers to accessibility and create joint projects where possible

Need 1.3: Increased knowledge of minority community about availability of VR services

Goal 1.3: Increase knowledge of minority community about availability of VR services

Strategy 1: Improve relationships with minority advocacy groups and increase referrals from these groups

Activity A: Identify 2 groups with relationships to the Hispanic population in

Utah including the Chamber of Commerce group representing the Hispanic population in Utah

Activity B: Assign a liaison to meet with and offer education to these two groups

Activity C: Assign a liaison to coordinate referrals from these groups if appropriate

Activity D: Assign liaison to work with contacts to develop training for counselors (to be presented through the video system) on serving individuals from the Hispanic population

Need 2.5: Improved services for those exiting the state correctional system

Goal 2.5: Improve service coordination and access for those individuals with disabilities exiting the Utah State correctional system

Strategy 1: Improve relationships with administrative personnel within corrections and develop more streamlined access to vocational rehabilitation services

Activity A: Meet with administrative staff of Utah State Prison and Salt Lake County Corrections to identify common goals and issues

Activity B: Assign liaison from the USOR administrative team to coordinate a task force group to address issues and develop new relationships

Activity C: Develop new referral process with different systems to streamline education and referral of those exiting systems

Activity D: Assign staff liaisons to coordinate referrals from different systems within the corrections system

YEAR THREE

Need 3.1: Assistance in learning what jobs are available

Goal 3.1: Increase client and counselor knowledge about job market and availability of specific vocational positions

Strategy 1: Increase counselor knowledge of job market and labor market trends

Activity A: Identify web resources to learn about market

Activity B: Train counselors to access these resources

Activity C: Identify other times/methods to share existing information (updates, staff meetings, newsletters, staff website etc)

Activity D: Find ways to better document counselor/client discussion of job market and labor trends

Strategy 2: Assist counselors to develop methods to deliver information about job market conditions and specific job availability to clients in understandable and appropriate manner

Activity A: Develop standardized newsletter type document that counselors can give to and talk about with clients that is updated automatically and easily understood which contains labor market information

Activity B: Study available websites containing this information and link the most user-friendly sites to the general USOR page and also to the counselor staff page

Strategy 3: Increase client knowledge about different levels of training and education, particularly those shorter term options which utilize transferable skills and match current job openings

Activity A: Develop one summary about levels of training available through vocational rehabilitation for counselors to use as reference for clients

Activity B: Develop marketing brochure about new OJT focus within vocational rehabilitation that is designed to give information about option and available occupations to clients

Need 3.2 and 3.3: Assistance with client development of self-advocacy skills

Goal 3.2: Increase counselor knowledge of tools to help them teach clients self-advocacy

Strategy 1: Identify tools being used now by counselors and other agencies serving people with disabilities

Activity A: Contact Disability Law Center, Division of Services for Persons with Disabilities, Office of Education partners and others to identify tools and curricula being used by others.

Activity B: Survey counselors to find tools and techniques used successfully now within the USOR to develop client self-advocacy skills

Activity C: Contact regional TACE center to ask for training resources and technical assistance related to teaching clients self advocacy

Activity D: Evaluate tools identified and expand use and availability of those determined to be most useful

Goal 3.3: Increase counselor knowledge of outside resources where clients can learn and develop self-advocacy skills

Strategy 1: Locate programs within other agencies/organizations where clients of vocational rehabilitation may learn self-advocacy skills.

Activity A: Contact Independent Living Centers, Disability Law Center, Division of Services for Persons with Disabilities, Office of Education partners and CRPs to identify programs that might be appropriate for vocational rehabilitation client participation.

Activity B: Survey counselors to find programs being used currently by clients

Activity C: Disseminate information about available programs

Activity D: Evaluate opportunities to partner with other agencies to expand or adapt opportunities for vocational rehabilitation clients to

Need 1.3: Increased knowledge of minority community about availability of VR services

Goal 1.3: Increase knowledge of minority community about availability of VR services

Strategy 1: Improve relationships with minority advocacy groups and increase referrals from these groups

Activity A: Identify 2 groups with relationships to the Pacific Islander population in Utah including the Chamber of Commerce group representing the Pacific Islander population in Utah

Activity B: Assign a liaison to meet with and offer education to these two groups

Activity C: Assign a liaison to coordinate referrals from these groups if appropriate

Activity D: Assign liaison to work with contacts to develop training for counselors (to be presented through the video system) on serving individuals from the Pacific Islander population

Need 3.4: Increased evaluation of and availability of Benefits Planning and Assistance services
Goal 3.4: Increase knowledge about importance of Benefits Planning and its effect (if any) on vocational rehabilitation outcomes.
Strategy 3.4: Complete study of effect of Benefits Planning on rehabilitation outcomes
Activity A: Contract with organization to study impact of Benefits Planning on VR outcomes
Activity B: Study results of study
Activity C: Use results if appropriate to request additional funding for expansion of capacity of unit doing Benefits Planning and Assistance.

Administrative staff from USOR will be meeting during July to begin assigning individuals to coordinate each activity and attaching time frames and deadlines to all activities. Individuals will also be assigned to monitor progress on each strategy and report to administrative staff so that progress reports can be completed for the State Plan yearly and ongoing progress reported to the State Rehabilitation Council.

Attachment 4.11(e)(2)

Evaluation and Reports of Progress

The Utah State Office of Rehabilitation and the State Rehabilitation Council submits to the commissioner this annual report on progress made toward the goals and priorities set forth in the FFY 2010 state plan focused on improving the effectiveness of the vocational rehabilitation program in Utah.

Progress made Towards FFY 2010 Goals and Priorities

RSA PERFORMANCE INDICATOR FFY09 Goal FFY09 Result

- | | | | |
|-----|---------------------------------|-------|-------|
| 1.1 | Change in Employment Outcomes | 3312 | 3116 |
| 1.2 | Percent of Employment Outcomes | 55.8% | 66.3% |
| 1.3 | Competitive Employment Outcomes | 72.6% | 94% |
| 1.4 | Significance of Disability | 65% | 98% |
| 1.5 | Earnings Ratio | .52 | .78 |
| 1.6 | Self Support | 53% | 87% |

Total Number Served 21,500 25,682

Total Number Served (Part B of Title VI) 250 108

- (A) Maintain or exceed a seventy percent rate of overall satisfied or very satisfied individuals completing and returning consumer satisfaction surveys.
FFY 2009 Result: Consumer Satisfaction Survey results for FFY 2008 achieved a 73% overall satisfaction rate.
- (B) Provide services to those with minority backgrounds at a rate equal to that in which they are represented in Utahs general population.
FFY 2009 Result: USOR met or exceeded service rates when compared to the general population with 3 minority groups. USOR served Black/African American consumers at a rate of 2.5% of the total number of consumers served in FFY 2009. According to the US Census Bureau this minority group represents 1.3% of Utahs population. USOR also exceeded this goal by serving American Indian or Alaska Natives at a rate of 2.2%, a group that represents 1.4% of Utahs general population. USOR also exceeded service rates for individuals reporting 2 or more races at a rate of 13.2%, a group that represents 1.7% of Utahs general population. However, USOR is working to build relationships and referral sources within the Asian, Pacific Islander and Hispanic/Latino communities, 3 groups that are underserved by USOR when compared with their representation in the general population.
- (C) Continue to provide a broad range of assistive technology services and assistive technology devices statewide to eligible individuals at each stage of the rehabilitation process.
FFY 2009 Result: In cooperation with local IL Centers, USOR authorized \$200,000 of one time funds, and \$600,000 on-going funds toward the purchase of AT devices. In addition, the Utah Center for Assistive Technology (UCAT) served 1813 consumers throughout Utah providing AT assessment, fabrication, referral, advocacy, and training. The VR program invested 8.9% of VR expenditures on assistive technology. Additionally, USORs Division of Services for the Deaf and Hard of Hearing and the Division of Services to the Blind and Visually Impaired provided AT devices throughout the state.
- (D) Enhancement of agency overall performance and outcomes measured through focused efforts to implement the strategies developed from the Statewide Comprehensive Needs Assessment as follows: FFY 2010 Utah State Plan/ Effective Date: 10-01-2009

- (1) Assure that caseloads are manageable in order to increase and improve counselor-client interactions.
FFY 2009 Result: USORs average caseload size in FFY 2009 was 202 consumers per VR counselor. This represents an increase of 15 clients per caseload over the FFY 2008 number of 187 per VR Counselor. It should be noted that USOR has experienced a significant increase in new referrals as the economy has declined. In FFY 2004 average caseload size was 224, in FFY 2005 average caseload size was 217, in FFY 2006 average caseload size was 184. After 4 years of steady decline, USOR will refocus efforts to make sure caseload sizes are manageable.
- (2) Attract, value, and retain quality staff.
FFY 2009 Result: After implementing several retentions strategies in FFY 2008, USOR has continued to improve the retention of quality staff. Since October 1, 2008, USOR has hired 15 new counselors. 11 counselors were hired to fill positions that were vacant due to new positions, promotions, and retirement. 4 were hired to fill voluntary turnover.
- (3) Improve the general awareness of the availability of Vocational Rehabilitation Services.
FFY 2009 Result: USOR invested in several efforts to increase the publics knowledge of VR services. In cooperation with the Utah Governors Committee on Employment of People with Disabilities a radio and billboard campaign was rolled out that made the public aware of issues facing people with disabilities in employment. These advertisements directed consumers who needed additional information to the Governors Committee and USOR.
USOR was instrumental in negotiations leading to the Governors signing an Executive Order making Utah State Government the Model Employer of People with Disabilities. This executive order resulted in the creation and passing of HB 17. HB 17 created the Alternative State Application Program (ASAP). The ASAP program will enable qualified applicants with disabilities to obtain state employment through a process that will allow them to demonstrate their abilities without having to go through all of the steps in the competitive hiring process. Hiring officials can appoint a qualified person with a disability to a six (6) month, on-the-job examination period. During the examination period, the individual will be an at-will employee, with full benefits but without career service protection. Upon successful completion of the on-the-job examination period, the applicant would become a probationary employee and begin the traditional probationary period for the job. Applicants must meet minimum qualifications for the job.
Utah Governors Committee on Employment of People with Disabilities is working with local Chamber of Commerce in order to create a Disability Friendly business endorsement. In order to be involved and have the sticker and endorsement the business completes some BASIC online training and pay a fee to the Chamber of Commerce they are working with. They will then receive a sticker for their business front and logo to be displayed on their website, menu, etc. It is a yearly fee. Part of the funds will then come back the UBET (Utah Business Employers Team- the Business leadership networks in Utah) to help support UBET efforts. During the upcoming year, USOR is working with Utahs MIG Director and the Governors Committee in order to use the national Think Beyond the Label Campaign. The following is a brief description of the campaign:
Think Beyond the Label is committed to making the business case for employing people with disabilities. We are a partnership of health and human service and employment agencies with federal grants, coming together to build a uniform national infrastructure and approach that connects businesses to qualified candidates with disabilities. Our goal is simple: to raise awareness that hiring people with disabilities makes good business sense. Employees with disabilities have unique, competitively relevant knowledge and perspectives about work processes, bringing different perspectives to meeting work requirements and goals successfully. Hiring someone who thinks outside the box might be thinking too small when theres an opportunity to hire someone who lives outside the box.

Utah will be utilizing billboards, print ads in local papers, and close captioning sponsorship on the local evening news in order to supplement the national campaign.

- (4) Increase and improve the level of service provided to students with disabilities transitioning from public education to employment.

FFY 2009 Result: USOR has 18 transition specific caseloads during FFY 2009. Data shows that USOR does not serve transition age youth at a similar rate that comparable state VR agencies. Currently the service rate of transition age youth is 23% of the total number served, compared with 34.8% in comparable state VR agencies. The transition counselors throughout the state meet quarterly via our video conference system. USOR continues to work with local school districts and education officials to increase the number of transition youth referred and served by VR.

- (5) Assure that all staff has adequate professional development, training, and supervision to successfully perform their jobs.

FFY 2009 Results: USOR provided an average of 22 hours of direct agency training to agency staff during FFY 2009. USOR participated in a supervisory skills pilot training through Utah State University. This course consisted of web based instruction as well as meetings through our video conference system. Additionally, USOR sponsored staff participation in several annual conferences including the Utah Rehabilitation Association (URA) Annual Conference, the URA Governmental Affairs Conference, the University of Utah School on Alcohol and Drug Abuse, the Traumatic Brain Injury of Utah Annual Conference, and the Utah Transition Conference. USOR sponsors supervisors completion of the Utah Certified Public Manager Program, and participates in the Emerging Leaders in Vocational Rehabilitation program at the University of Washington. USOR is a partner in the Utah Traumatic Brain Injury Partnership Grant designed to expand and improve services to individuals with traumatic brain injury by developing and implementing training for VR Counselors and job coaches on a statewide basis. An advanced training module on TBI was piloted in Northern Utah and will be given to all counselors in the next 12 months.

Evaluation of agency goals and priorities demonstrates that USOR is highly successful in providing meaningful services and achieving successful outcomes in line with the standards and indicators and agency goals. As a result of USOR VR services 3,116 eligible individuals with disabilities were successfully employed in Utah during FFY 2009 (3,200 in Title I, 110 in Title VI[b]). The reported weekly earnings of these 3,116 individuals at closure was \$1,197,655, compared to \$288,857 prior to vocational rehabilitation. The average salary of these individuals was over \$11 per hour. The average number of individuals placed in employment per counselor was 26 in FFY 2009. The average cost per closure (3,310 divided by the total dollars spent) was \$12,147. 148 public assistance recipients were successfully employed. 640 SSDI/SSI recipients were successfully employed. It is estimated that \$14,323,954 in taxes were paid by these individuals after VR services were provided. Measures of Significantly Disabled (SD) and Most Significantly Disabled (MSD), Competitive Employment Outcomes, and Self Support were above minimum standards and in excess of identified goals.

2. Identify all supported employment program goals consistent with the goals described in Attachment 4.11(c)(4), including an evaluation of the extent to which the supported employment program goals were achieved.

- Identify the strategies that contributed to the achievement of the goals.
- Provide a description of the factors that impeded the achievement of the goals and priorities.

Goal: Provide services to 250 individuals under Part B Title VI of the Act and successfully rehabilitate 65 individuals.

Strategies: Addressing a trend over recent years of decreasing clients in supported employment, USOR, in conjunction with the Utah Division of Services for People with Disabilities and the Utah State Legislature has successfully piloted a program designed under House Bill 31, the Supported Employment Pilot Program for the Provision of Services for People with Disabilities. This pilot project went into effect July 1, 2006, the funding through this legislation provided long term Supported Employment services to fifty (50) qualified individuals in FY 2007 for whom long term services have not been here-to-for available once initial vocational rehabilitation supported employment services terminated. The Utah State Legislature again funded House Bill 31 for an additional fifty (50) consumers during the 2007 legislative session that provided for an additional 50 individuals to be served during FY 2008. Although during the 2008 legislative session, House Bill 45 was passed which was meant to provide ongoing funding of this project these funds were cut due by the state legislature for 2009. As a result, several clients were terminated and the project was suspended. Funding has recently been restored for 100 individuals, and USOR is working with DSPD to reactivate the project. Its new fiscal funding begins as of July 1, 2010. Due in part to the lack of a funding source for ongoing support, the USOR saw its numbers served in Supported Employment drop dramatically. The USOR is hopeful and confident that the numbers will begin to increase soon. Because of the reasons above the USOR did not meet its goal for total served with SE funds but did still meet its goal in regards to successful placement of SE clients.

Result: USOR served 108 individuals in 2009 under Supported Employment and successfully placed 69 individuals in 2009 with funding under Part B Title VI of the Act.

3. Provide an Assessment of the performance of the VR program on the standards and indicators for FY 2009.

RSA PERFORMANCE INDICATOR FFY08 RESULT

- 1.1 Change in Employment Outcomes 3116
- 1.2 Percent of Employment Outcomes 66.3% Passed
- 1.3 Competitive Employment Outcomes 94% Passed
- 1.4 Significance of Disability 98% Passed
- 1.5 Earnings Ratio .78 Passed
- 1.6 Self Support 87% Passed

4. Provide a report on how the funds reserved for innovation and expansion (I&E) activities were utilized in FY 2009.

Innovation and expansion

- (a) The Utah State Office of Rehabilitation reserves and uses a portion of the funds allotted to the state under Section 110 of the Rehabilitation Act for the:
 - (1) development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services to individuals with disabilities under this State Plan, particularly individuals with the most significant disabilities, consistent with the findings of the statewide assessment and USOR/ SRC goals and priorities.
 - (2) support of the funding for the State Rehabilitation Council consistent with the resource plan prepared under Section 105(d)(1) of the Rehabilitation Act and 34

CFR 361.17(i), and the FFY 2010 Utah State Plan/ Effective Date: 10-01-2009 42 funding of the Statewide Independent Living Council, consistent with the resource plan prepared under Section 705(e)(1) of the Rehabilitation Act and 34 CFR 364.21(i).

- (b) The following innovation and expansion activities are currently being funded by USOR:
- (1) USOR began a pilot for milestone fee-for-service payments within the Supported Employment model of service delivery. USOR will evaluate the effectiveness of a shift in showing progress of individuals in SE/SJBT and the payment of fees-for-service to vendors from time spent in the individual SE/SJBT model to attainment of expected milestones within the model. The pilot will be evaluated for a period of up to 18 months.
 - (2) USOR is building a residential training facility in order to accommodate individuals with blindness and visual impairments to participate in DSBVIs Orientation Training Program. The Orientation Training Program covers training on mobility, activities of daily living, woodshop, computers, Braille, and note taking. The new facility will house 22 individuals.
 - (3) USOR implemented a new fee-for-service through AgrAbility to assist individuals with disabilities in maintaining employment on existing farms and ranches. AgrAbility will provide a Farm/Ranch Assessment that will include a Financial Viability Assessment, Assistive Technology Assessment, and on going consultation.
 - (4) USOR hired 4 new OJT Specialists. The goals of these positions are to establish OJT opportunities with employers for short term training and employment outcomes; to provide information to, as well as assistance and coordination with VR/Employment counselors in developing meaningful placement with willing employers; to become a sought after resource to employers on OJT, WOTC, TTW and other incentive programs; to effectively communicate to employers the benefits of hiring qualified individuals with disabilities; to dispel myths held regarding hiring people with disabilities. USOR has already seen a significant increase in OJT placements. In FFY09 USOR established 14 OJTs, since these specialists began, USOR has established 132 OJTs.
 - (5) USOR has identified a need for job placement services for individuals that require more intense placement services than Choose to Work provides but, does not need a job coach. USOR is working on establishing a fee-for-service in conjunction with our SJBT milestone, specific to job placement.
 - (6) USOR has added an additional Choose to Work Specialist in the Salt Lake City area.

Attachment 6.3

Quality, Scope, and Extent of Supported Employment Services

This attachment describes the quality, scope, and extent of supported employment (SE) services provided to consumers of the Utah State Office of Rehabilitation (USOR) vocational rehabilitation program under Title VI, Part B of the Act.

(a) Quality of SE services

USOR maintains high quality SE services by:

- (1) The establishment and application of SE program standards for USOR SE vendors. These standards prescribe minimum consumer outcomes and identify program procedures which must be followed in order for a provider to receive funds from USOR. These standards are in compliance with Title VI, Part B of the Act.
- (2) USOR assisted in the establishment and provision of a Supported Job Base Training and Supported Employment Job Coach training and certification program. This program was moved in FY 2008 to the University of Utah.
- (3) The monitoring of SE services and service providers is conducted by the USOR Facilities Specialist, and the Supported Employment Specialist. This monitoring is conducted by assessing the application of USOR program standards and outcomes. The SE Specialist provides ongoing technical assistance and monitoring to SE service providers through regularly scheduled contacts with approved service providers. Due to restricted funding for extended services and waiting lists being utilized by extended services agencies, USOR has been unable to offer SE to all consumers who would qualify for such services at times in the last 4 years. In those cases where the USOR has been unable to identify alternative funding sources, such as family supports or co-worker supports, USOR has provided similar services under the Supported Job Based Training program with Title I funds. As mentioned in Attachment 4.11 (c) (4), USOR was instrumental in obtaining funding for Utah House Bill 31, a pilot project that granted funding for 50 individuals in state fiscal year 2007, and an additional 50 individuals in state fiscal year 2008 to receive SE and extended services supports. That pilot project became an on-going project under House Bill 45 in 2008 but funding was still cut in the last fiscal year. The project was suspended and has recently been refunded. The program will again offer long term funding support for 100 individual in the upcoming State Fiscal year beginning July 1, 2010.

(b) Scope of SE services

The following services are provided with Title VI, Part B funds either through contract or on a fee-for-service basis by SE service providers: functional assessment of clients to perform in supported employment (supplemental to the assessment conducted by the counselor for purposes of establishing eligibility with Title I funds); job development, job analysis and client job matching; training by a job coach in job skills and behavioral expectations at the job site; training and support away from the job to ensure work performance; family support; and support to the employer to ensure client job retention. The same scope of services is provided by the extended service agency. Target populations in supported employment include persons with the most severe disabilities who qualify for ongoing support from the Division of Services for Persons with Disabilities (DSPD), or the Division of Mental Health (DMH), or individuals who have ongoing support available from other sources, including Social Security and/or natural supports.

(c) Extent of SE services

Specific SE services are provided to eligible individuals according to their needs. Services are

provided for a period not to exceed 18 months, unless under special circumstances a longer period to achieve job stabilization has been jointly agreed to by the individual and the VR Counselor and established in the Individualized Plan for Employment (IPE).

(d) Timing of transition to extended services

A Status 26 closure for individual placement is allowable when the USOR VR Counselor places a case in Status 22 after the job trainer's intervention time, (on or off job site as recorded on the monthly intervention time sheet), has stabilized at 20%*, or less, of total hours worked. As long as intervention hours are above 20%, the USOR counselor considers the individual still in training. The counselor also needs to notify both the consumer and the Division of Services for People with Disabilities or Mental Health program staff via Form 58 of the intention to close the case. For clients not involved with Division of Services for People with Disabilities or Mental Health, the counselor will, along with the job trainer, inform the clients, employer, or others providing natural supports, of their intention to close the case.

* 20% is defined as:

Hours Worked by Intervention Hours by
Client per Week Job Trainer per Week

20 hrs. 4 hrs. or less

25 hrs. 5 hrs. or less

30 hrs. 6 hrs. or less

35 hrs. 7 hrs. or less

When the intervention hours reach 20% of total work hours, or less, the counselor can transfer responsibility to the extended service provider agency. The case must remain in Status 22 for 90 days from the day this transfer is initiated. The purpose of keeping the case open after the transfer is to insure the stability of the placement. A counselor will pay for services as indicated on the intervention time sheets until the point where the job trainer's time reaches 20% of total consumer work hours or less. At this point, the counselor will continue payment only through the month during which the 20% definition was reached. A consumer can still receive other types of paid services under Section 110 (e.g., bus pass, glasses, etc.) even though the job trainer services are not paid for by USOR. It is USOR policy to transition eligible individuals from SE to extended services based upon individual assessment and need. Quality, scope and extent of supported employment services. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(c) and .50(b)(2))

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